

UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF TEXAS
DEL RIO DIVISION

STATE OF TEXAS

Plaintiff,

v.

ALEJANDRO MAYORKAS, in his official capacity as Secretary of Department of Homeland Security; UNITED STATES DEPARTMENT OF HOMELAND SECURITY; MERRICK GARLAND, in his official capacity as Attorney General of the United States, UNITED STATES DEPARTMENT OF JUSTICE,

Defendants.

No. 2:23-cv-00024

EXHIBIT 1



CBP One™ Mobile Application Traveler User Guide

Submit Advance Information Capability
For Non-Citizens



**U.S. Customs and
Border Protection**



1. CBP One™ Mobile Application

- a) Overview
- b) Log In

2. Traveler – Land – Submit Advance Information

- a) Overview
- b) Register Travelers
- c) Ask for an Appointment
 - i. What If I Need to Change My Port Of Entry?
 - ii. What If I Need to Edit My Registration?
- d) Accept and Schedule an Appointment
 - i. What If I Don't Want the Appointment I Received?

ii. What If I Need More Time to Respond?

- e) Cancel an Appointment
- f) Delete My Registration
- g) Troubleshooting
 - i. My Video Selfie Keeps Failing



CBP One™ Mobile Application

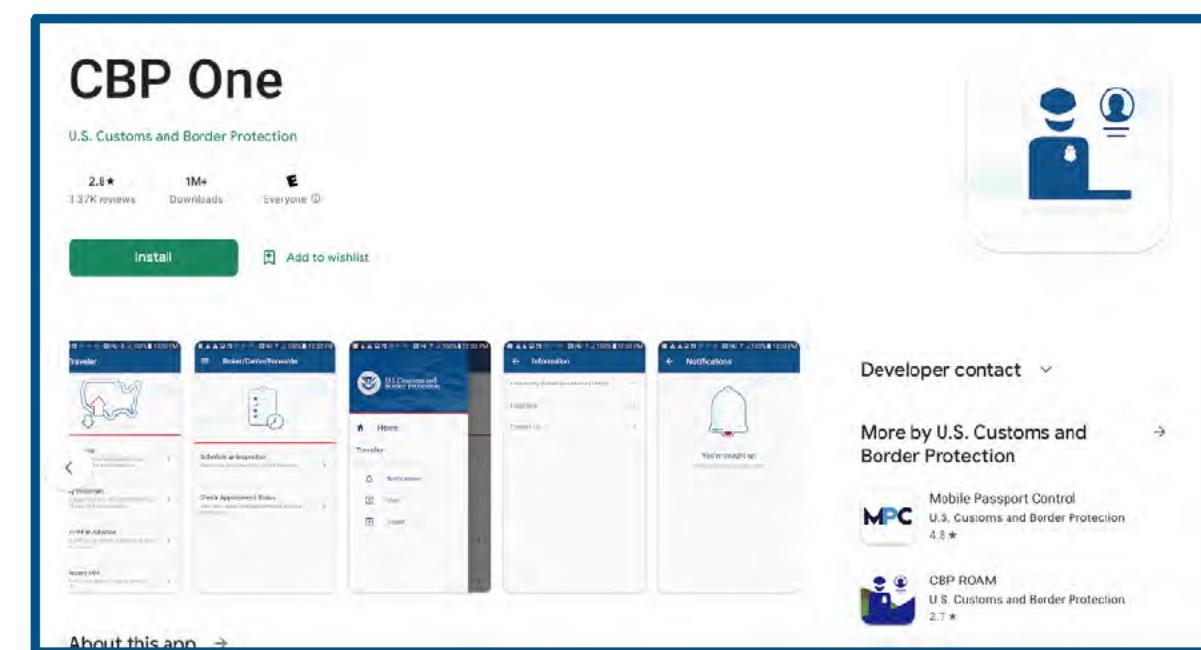
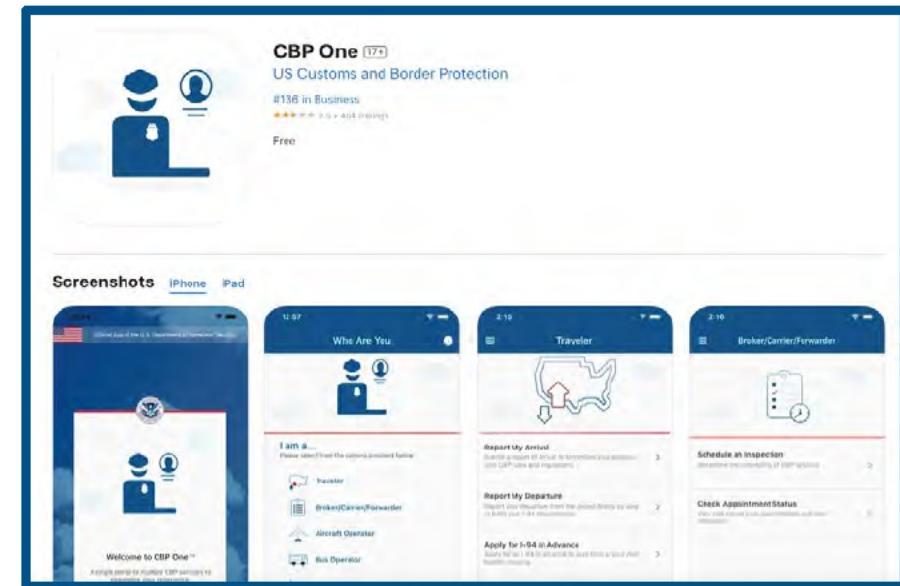
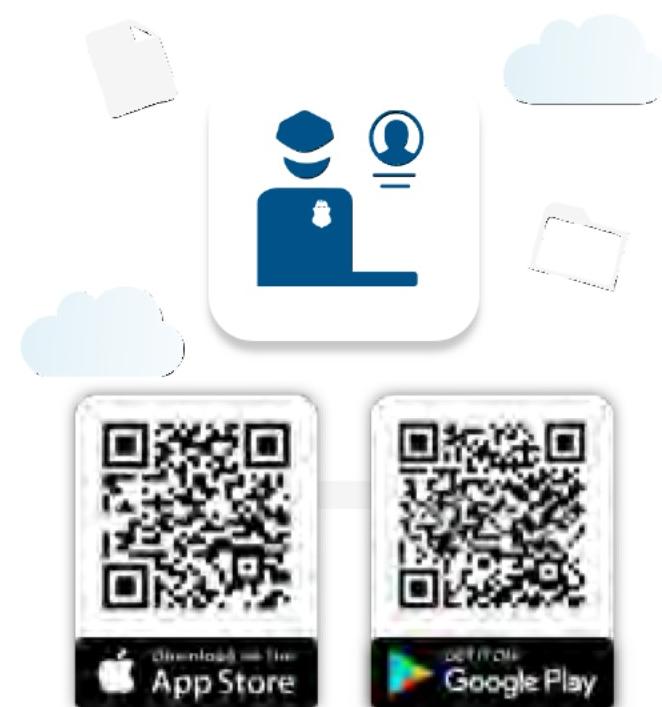
Overview



CBP One™ is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app will direct each type of user to the appropriate services based on their needs.

To Access CBP One™

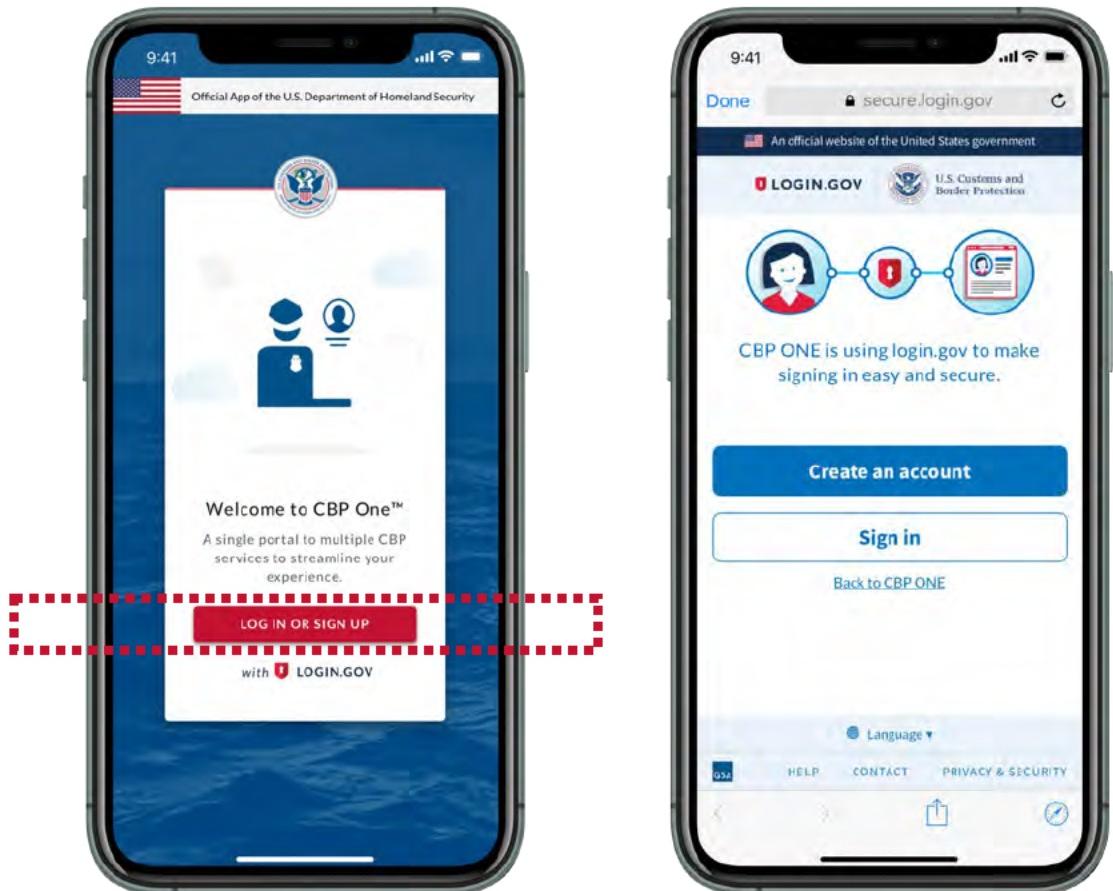
Download CBP One™ from the Apple App Store or Google Play Store.





Log In with Login.gov

Select **LOG IN OR SIGN UP**. CBP One™ will redirect you to login.gov, where you can either create an account or log in to an existing account.





Submit Advance Information

Traveler - Land



Submit Advance Information is a capability available to Travelers in CBP One™.

This capability allows you to submit your information and schedule an appointment to arrive at a southwest Port of Entry for inspection. This is for undocumented non-citizen travelers only.

To submit your advance information and get an appointment at a Port of Entry, you must:

- 1. Register Travelers**
- 2. Ask for An Appointment**
- 3. Accept and Schedule an Appointment**
- 4. Arrive at the Port of Entry**





Register Travelers

Submit Advance Information: Register Travelers

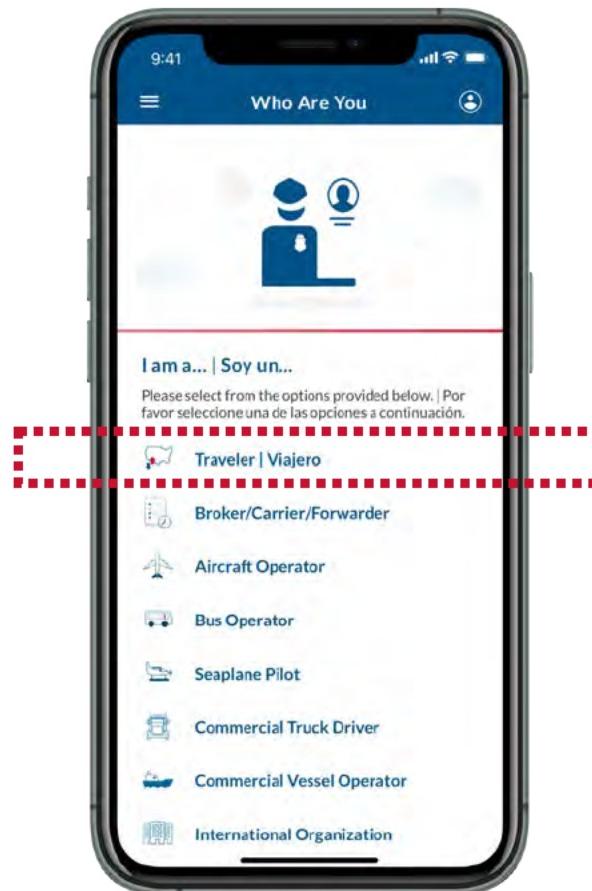
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U.S. Customs and Border Protection

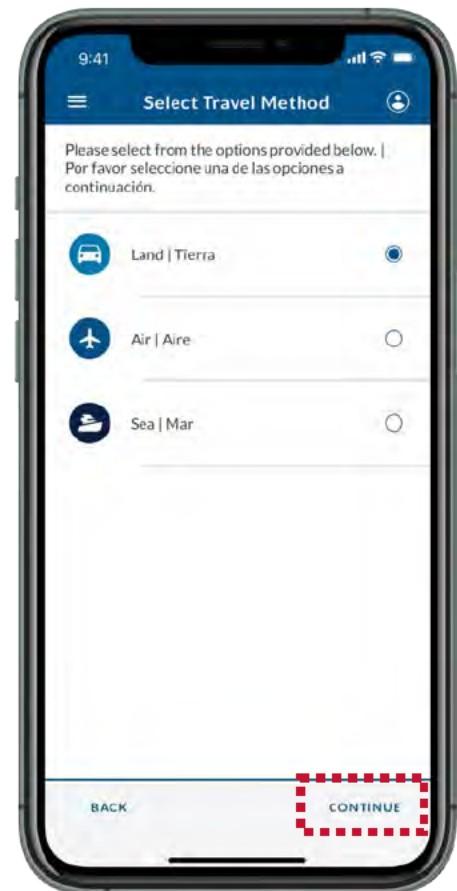
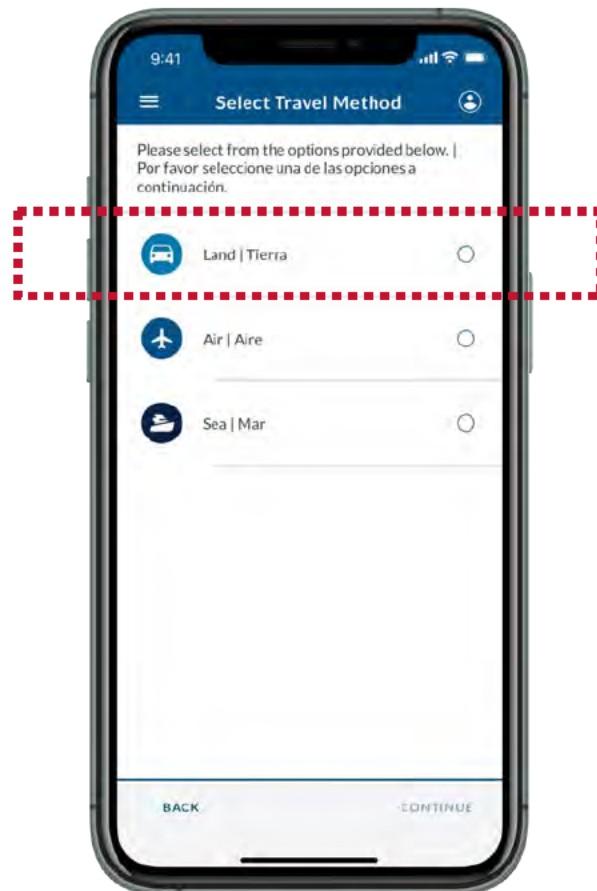
1. Select Traveler

From the home screen, select **Traveler | Viajero**.



2. Select Land

Select **Land | Tierra**, then select **CONTINUE**.



Submit Advance Information: Register Travelers

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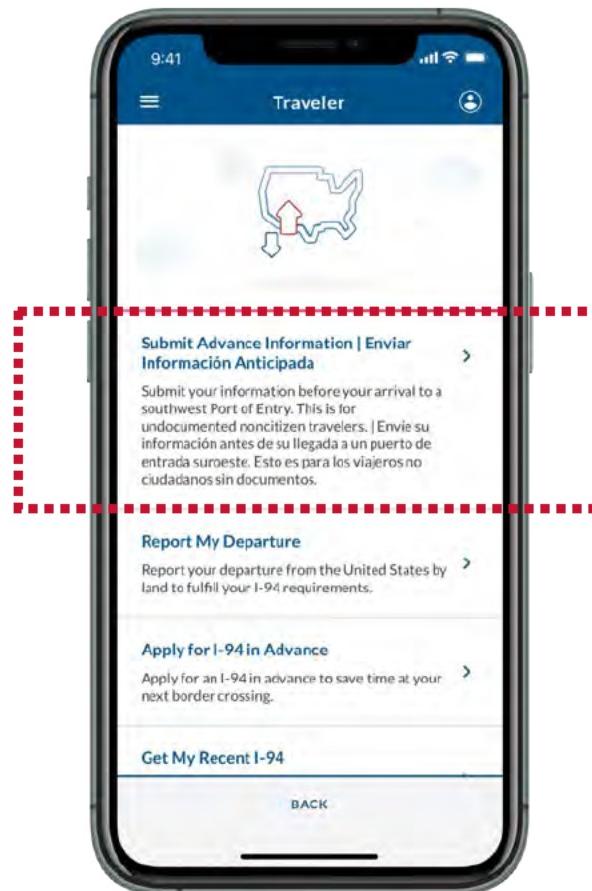
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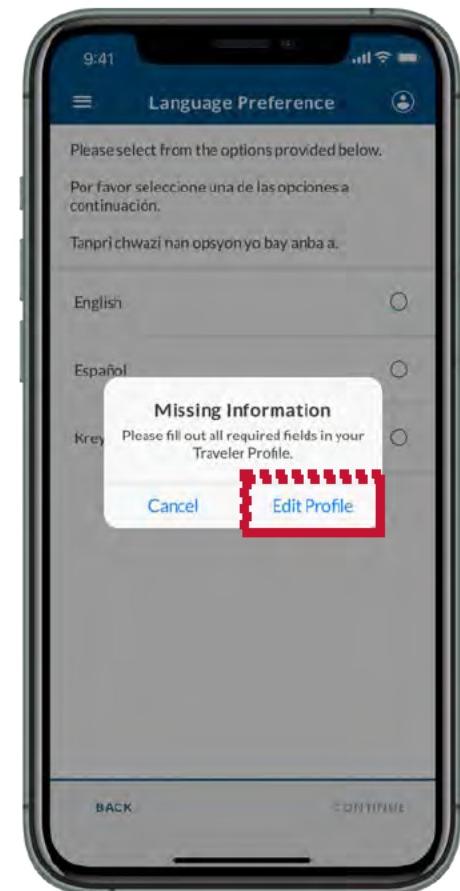
3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.



4. Fill Out Traveler Profile

If you are a first-time user, a pop-up will appear. Select **Edit Profile**. Fill out the fields and select **SAVE**.



Submit Advance Information: Register Travelers

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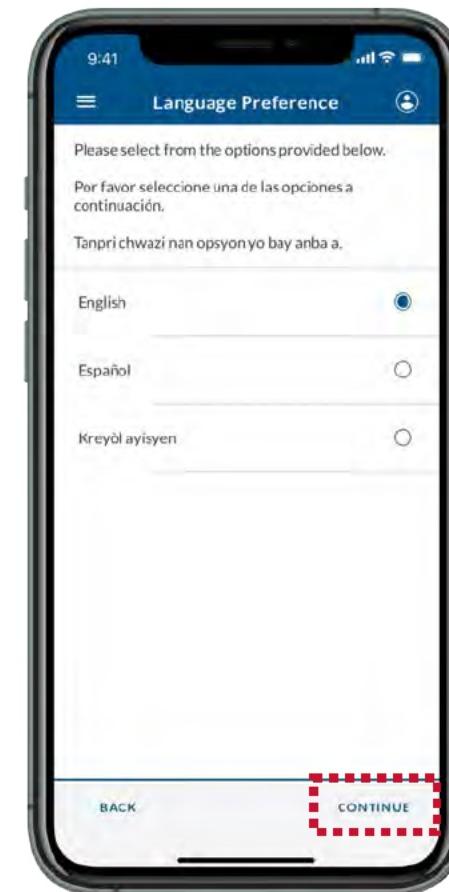
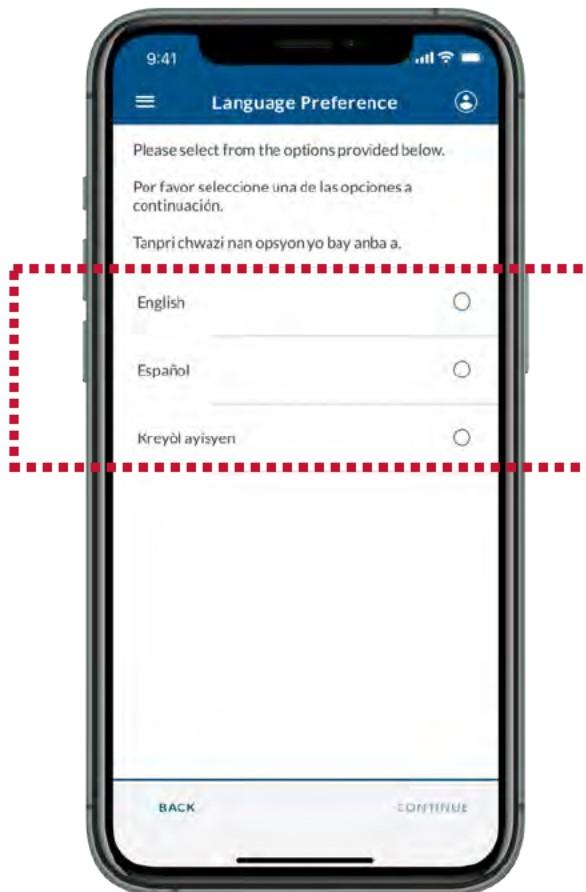
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Border Protection

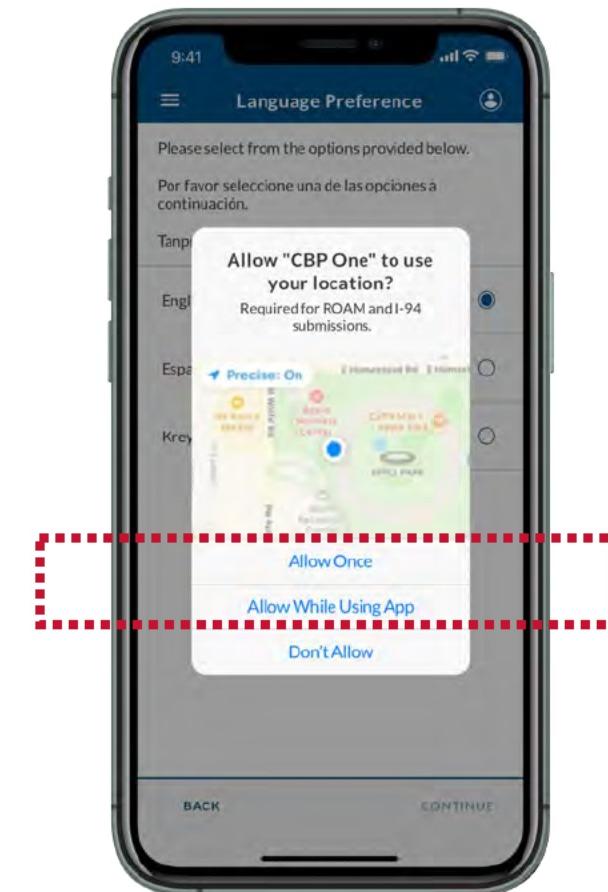
5. Select a Language

Select your preferred language, then select **CONTINUE**.



6. Allow Location Permissions

A pop-up requesting permission to use location services will appear. Select to allow CBP One™ to use your location.

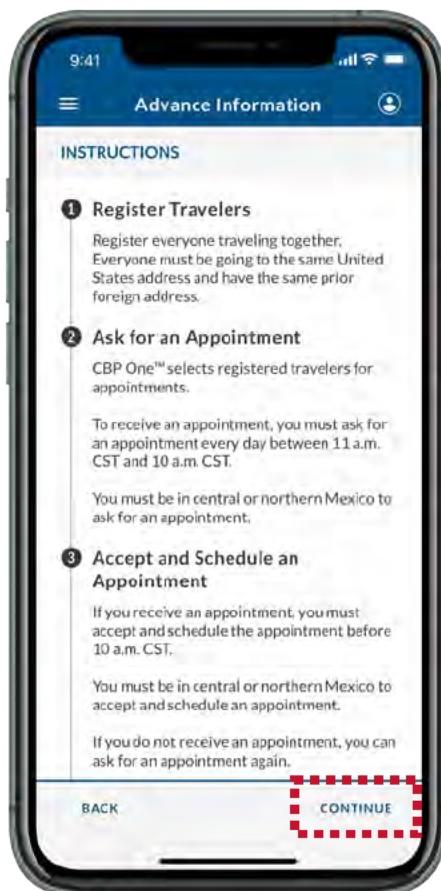


Submit Advance Information: Register Travelers



7. Read Instructions

Review the instructions on-screen, then select **CONTINUE**.



8. Select Register Travelers

Select **REGISTER TRAVELERS**.

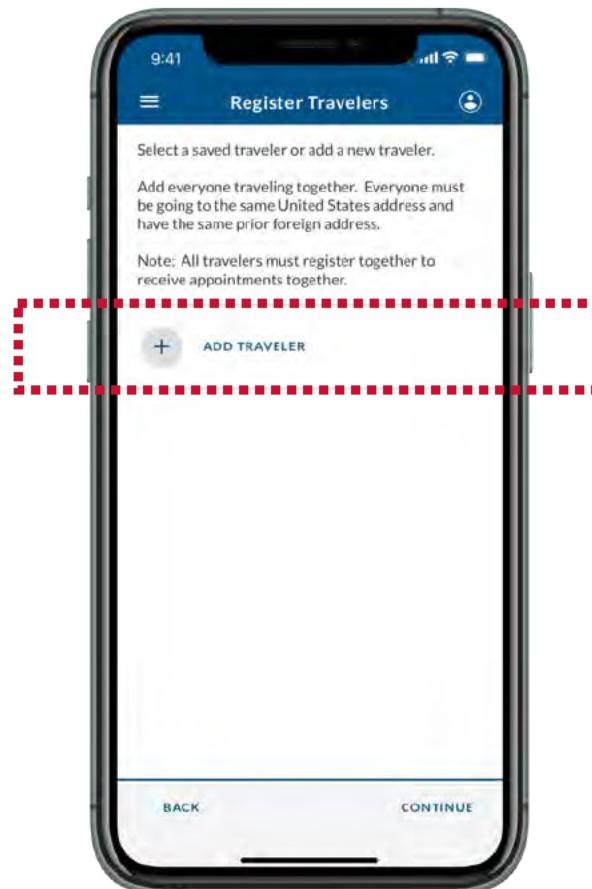


Submit Advance Information: Register Travelers



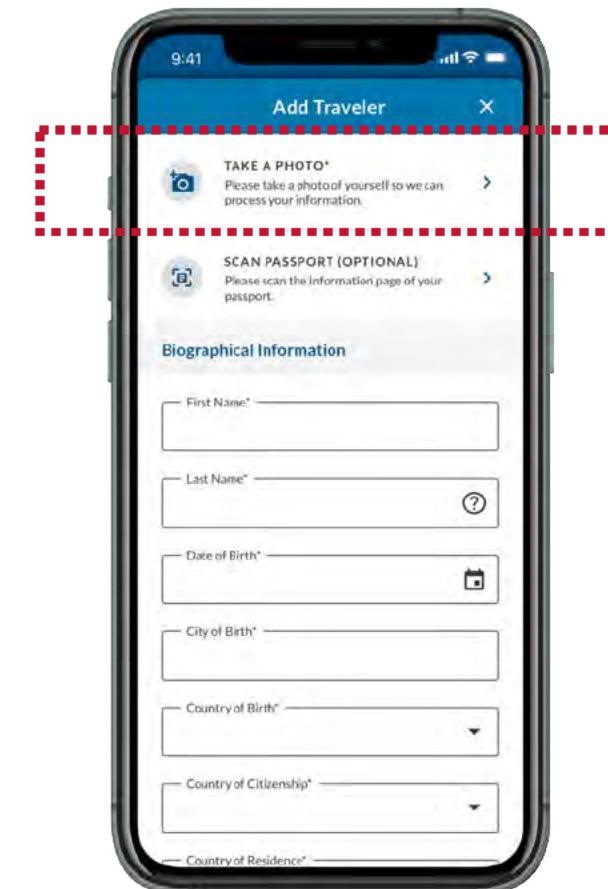
9. Select Add Traveler

Review the instructions on-screen, then select **ADD TRAVELER**.



10. Select Take a Photo

Select **TAKE A PHOTO**.



Submit Advance Information: Register Travelers

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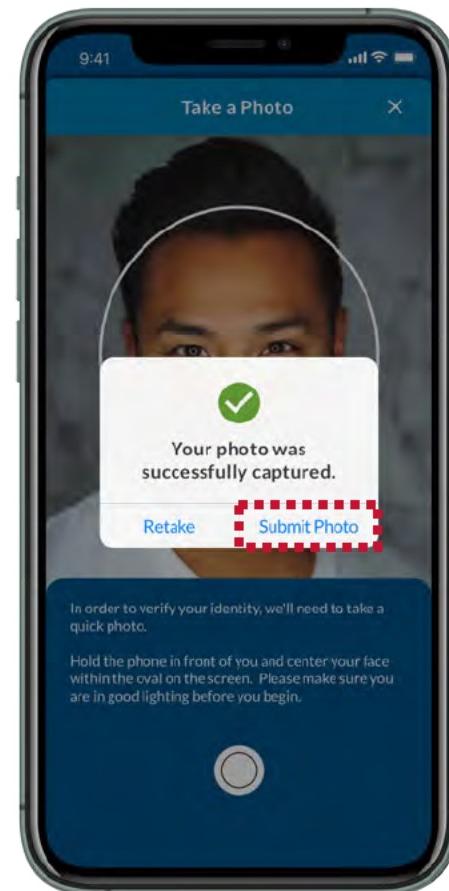
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Border Protection

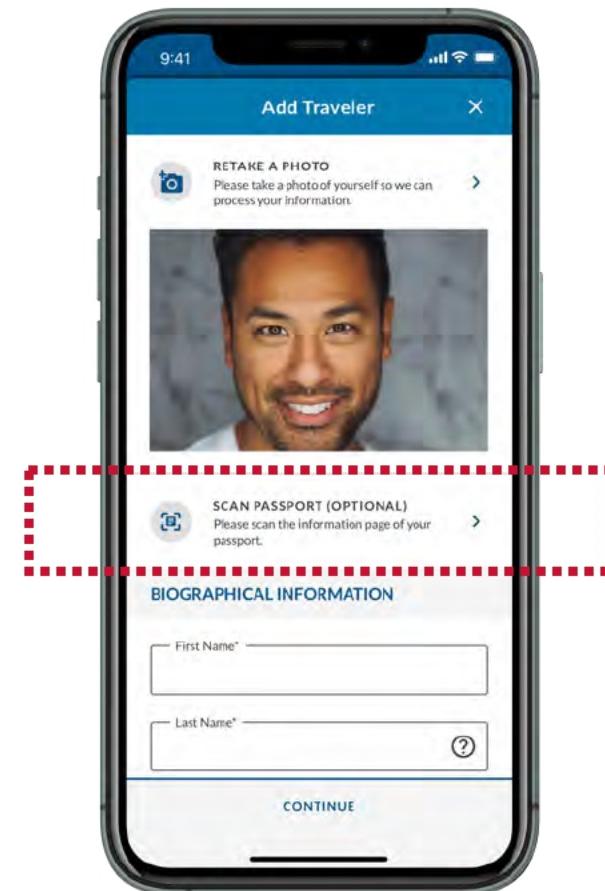
11. Take a Photo

Follow the instructions on-screen, then select **Submit Photo**. Please make sure that your photo clearly captures your face. This photo will be used later to verify your identity.



12. Select Scan Passport

If you have a passport, select **SCAN PASSPORT (OPTIONAL)**. If you do not have a passport, skip to **Step 14**.



Submit Advance Information: Register Travelers

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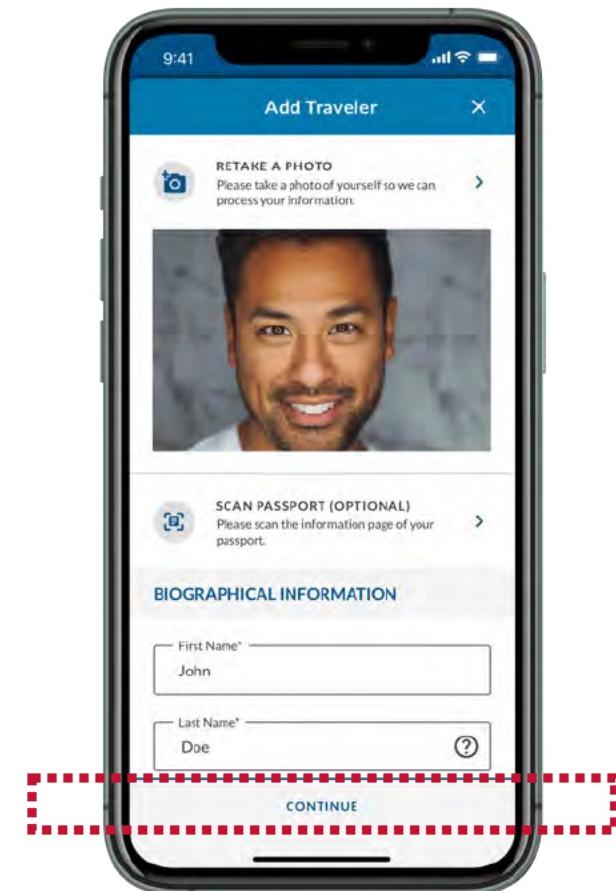
13. Scan Passport

Align the information page of your passport within the rectangle on-screen. Wait for CBP One™ to scan your passport.



14. Fill Out Biographical Information

Fill out any remaining required fields, then select **CONTINUE**.



Submit Advance Information: Register Travelers

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15. Fill Out Contact, Employment, and Travel Information

Fill out the required fields, then select **CONTINUE**.

9:41 Add Traveler X

CONTACT INFORMATION

Email Address (Optional) _____

EMPLOYMENT INFORMATION

Are you employed?* Yes No

TRAVEL INFORMATION

Have you traveled to another country in the last year?* Yes No

BACK CONTINUE

9:41 Add Traveler X

CONTACT INFORMATION

Email Address (Optional) john.doe@email.com

EMPLOYMENT INFORMATION

Are you employed?* Yes No

Occupation* Teacher

Employer* Mexico City Public Schools

Country* Mexico

City* Mexico City

TRAVEL INFORMATION

BACK CONTINUE

16. Fill Out Family Information

Fill out the required fields, then select **SAVE**.

9:41 Add Traveler X

FAMILY INFORMATION

Marital Status* _____

FATHER

Is your father alive?* Yes No/Unknown

MOTHER

Is your mother alive?* Yes No/Unknown

BACK SAVE

9:41 Add Traveler X

FAMILY INFORMATION

Marital Status* Single

FATHER

Is your father alive?* Yes No/Unknown

First Name* Juan

Last Name* Doe ?

Middle Name _____

Country of Birth* Guatemala

Country of Citizenship* Mexico

BACK SAVE



17. Add Additional Travelers

Repeat **Steps 9-16** for everyone traveling with you. Everyone must be going to the same United States address and have the same prior foreign address. Ensure all travelers are listed, then select **CONTINUE**.

The smartphone screen displays the 'Register Travelers' app. At the top, it says '9:41'. Below that is the title 'Register Travelers'. A note reads: 'Select a saved traveler or add a new traveler.' Another note states: 'Add everyone traveling together. Everyone must be going to the same United States address and have the same prior foreign address.' A third note says: 'Note: All travelers must register together to receive appointments together.' There is a blue circular icon with a white letter 'D' next to the text 'John Doe. Passport Number: 123456789'. At the bottom, there are 'BACK' and 'CONTINUE' buttons. The 'CONTINUE' button is highlighted with a red dashed box.

18. Fill Out United States Address and Emergency United States Contact Information

Fill out the required fields, then select **CONTINUE**.

The smartphone screen shows the 'U.S. ADDRESS INFORMATION' form. It includes fields for 'Address 1*', 'Address 2', 'City*', 'State*', 'ZIP Code*', and 'Phone Number'. Below these fields is a question: 'Is this an international phone number?' with 'Yes' and 'No' radio buttons. The 'No' button is selected. The 'Phone Number' field contains '(123) 456-7890'. At the bottom, there are 'BACK' and 'CONTINUE' buttons.

The smartphone screen shows the completed 'U.S. ADDRESS INFORMATION' form. The 'Address 1*' field contains '123 Street St.', 'Address 2' is empty, 'City*' contains 'Cityville', 'State*' contains 'Virginia', 'ZIP Code*' contains '12345', and 'Phone Number' contains '(123) 456-7890'. The 'Is this an international phone number?' section shows 'No' is selected. At the bottom, there are 'BACK' and 'CONTINUE' buttons. The 'CONTINUE' button is highlighted with a red dashed box.

Submit Advance Information: Register Travelers



19. Fill Out Prior Foreign Address and Preparer Information

Fill out the required fields, then select **CONTINUE**.

9:41

Please enter the address where you lived before coming to the United States.

PRIOR FOREIGN ADDRESS

I don't have one

Address 1* _____
123 Road Rd.

Address 2 _____

City* _____
Mexico City

Country* _____
Mexico

ZIP Code* _____
12345

PREPARER INFORMATION

Did someone assist you in submitting this information?**

BACK CONTINUE

9:41

Please enter the address where you lived before coming to the United States.

PRIOR FOREIGN ADDRESS

I don't have one

Address 1* _____
123 Road Rd.

Address 2 _____

City* _____
Mexico City

Country* _____
Mexico

ZIP Code* _____
12345

PREPARER INFORMATION

Did someone assist you in submitting this information?**

BACK CONTINUE

20. Select a Requested Port of Entry

Select a requested Port of Entry from the dropdown list, then select **CONTINUE**. You will have the opportunity to change this when you ask for an appointment, if needed.

9:41

CBP One™ selects registered travelers for appointments.

When you are selected, your appointment will be at your requested Port of Entry.

REQUESTED PORT OF ENTRY

Port of Entry* _____

BACK CONTINUE

9:41

CBP One™ selects registered travelers for appointments.

When you are selected, your appointment will be at your requested Port of Entry.

REQUESTED PORT OF ENTRY

Port of Entry* _____
San Ysidro

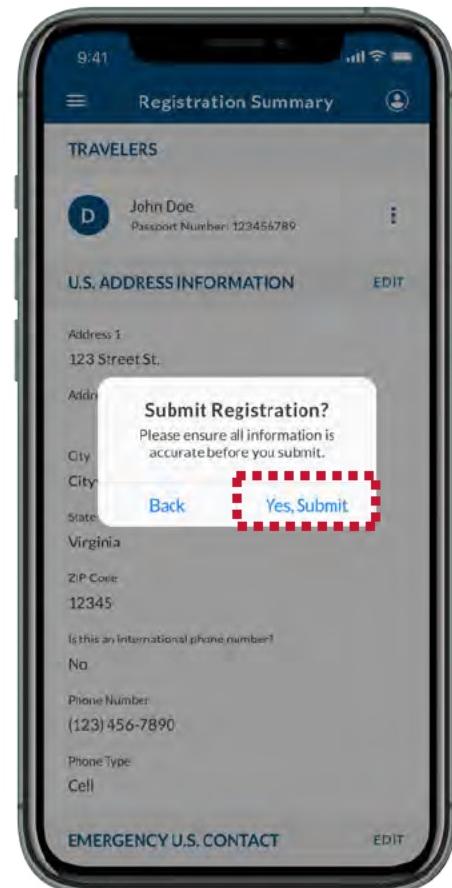
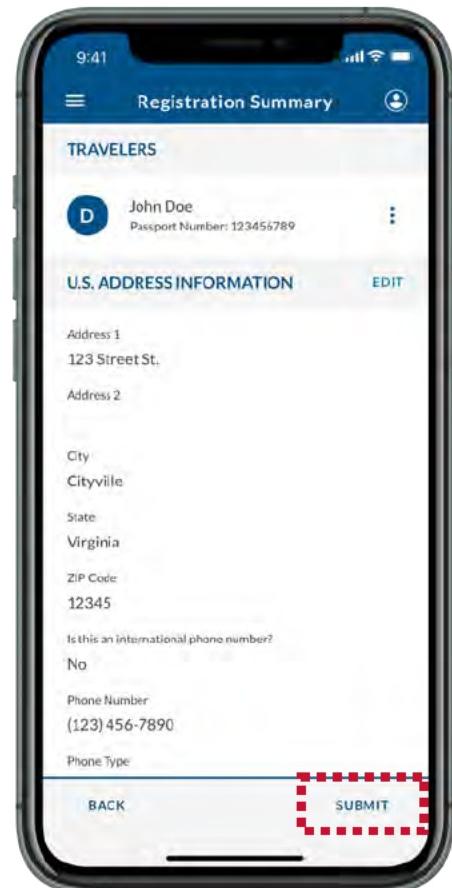
BACK CONTINUE

Submit Advance Information: Register Travelers



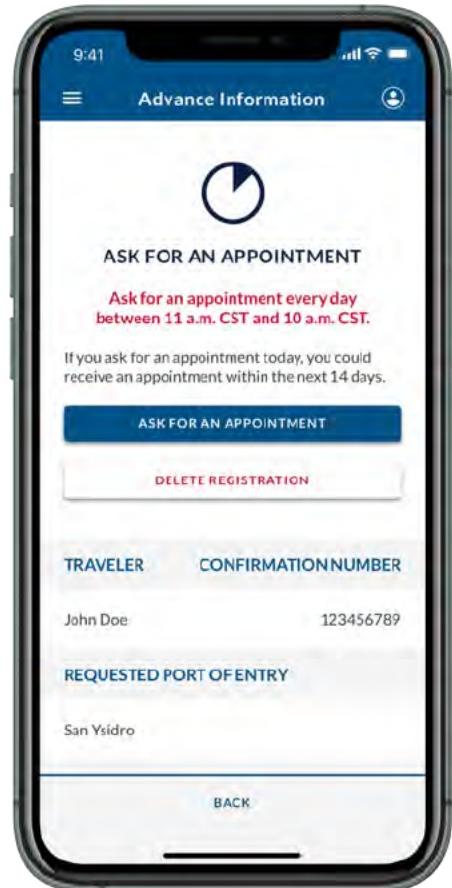
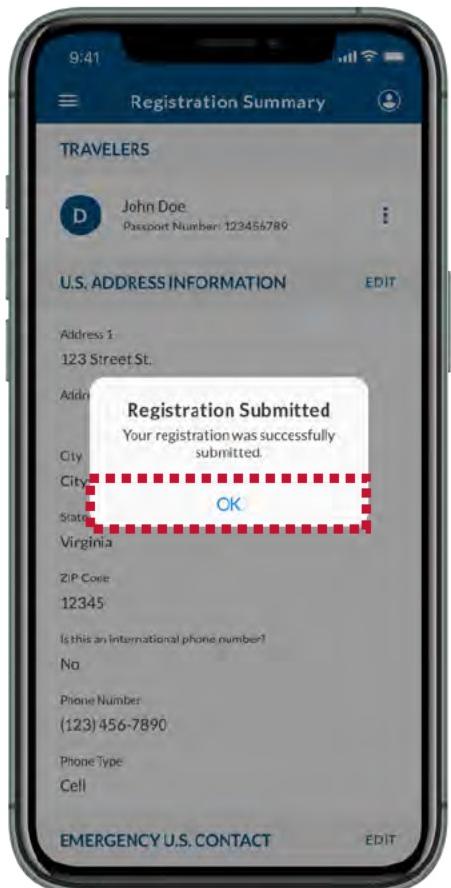
20. Submit Your Registration

Review the screen and ensure that all information is accurate, then select **SUBMIT**. Review the pop-up and select **Yes, Submit**.



21. Select OK

Review the pop-up and select **OK**. You have successfully registered. You will receive a confirmation email at the email address you used to log in to CBP One™. Please save your confirmation number(s).





NEXT STEPS

Now that you have registered, **[you can ask for an appointment at your requested Port of Entry \(See Page 20\)](#)**. You must be in central or northern Mexico to ask for an appointment.



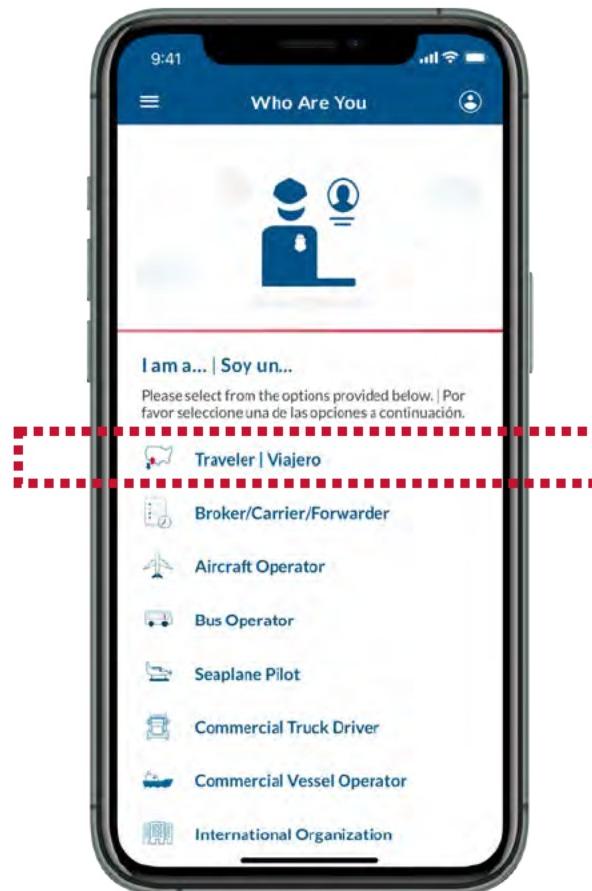
Ask for an Appointment

Submit Advance Information: Ask for an Appointment



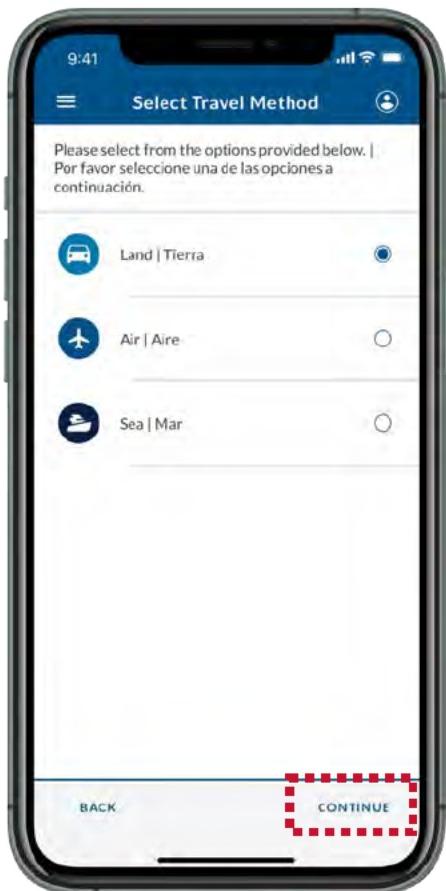
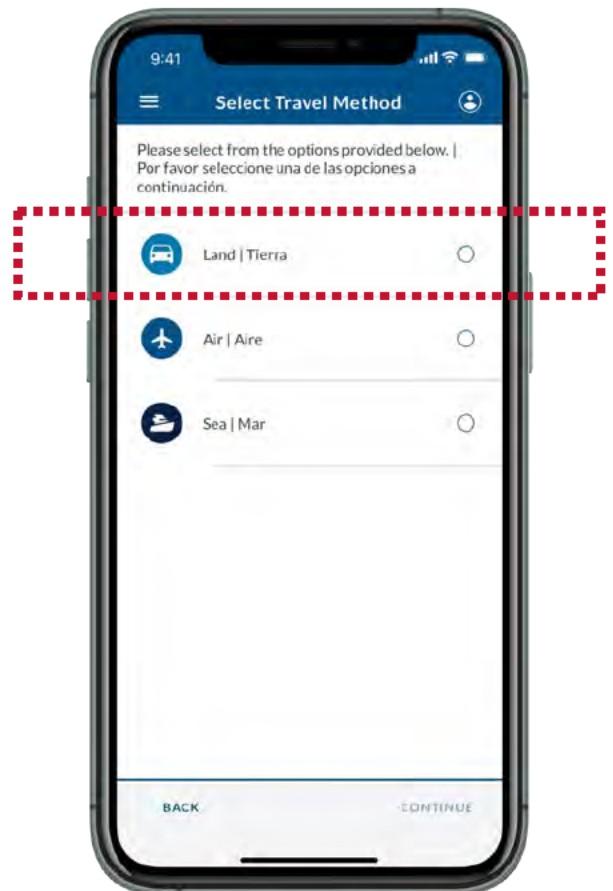
1. Select Traveler

From the home screen, select **Traveler | Viajero**.



2. Select Land

Select **Land | Tierra**, then select **CONTINUE**.

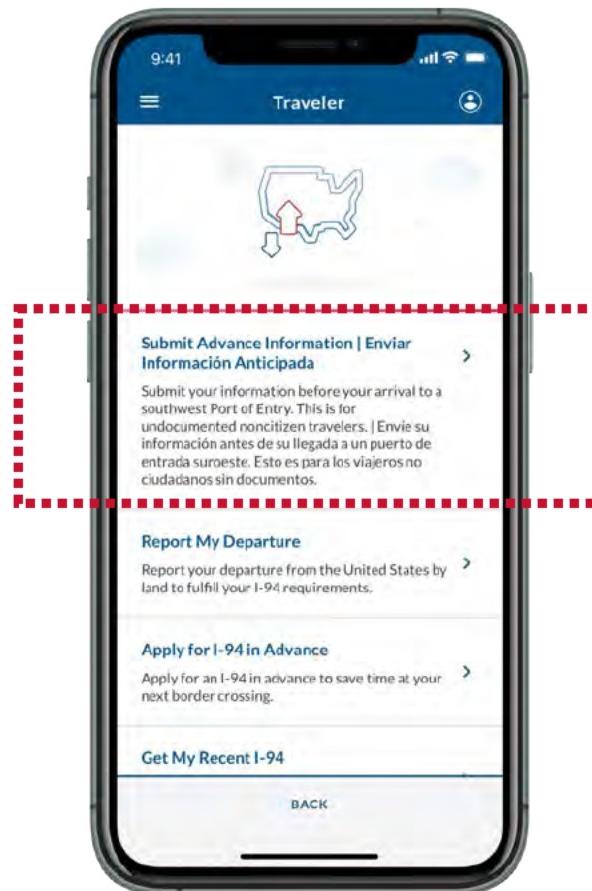


Submit Advance Information: Ask for an Appointment



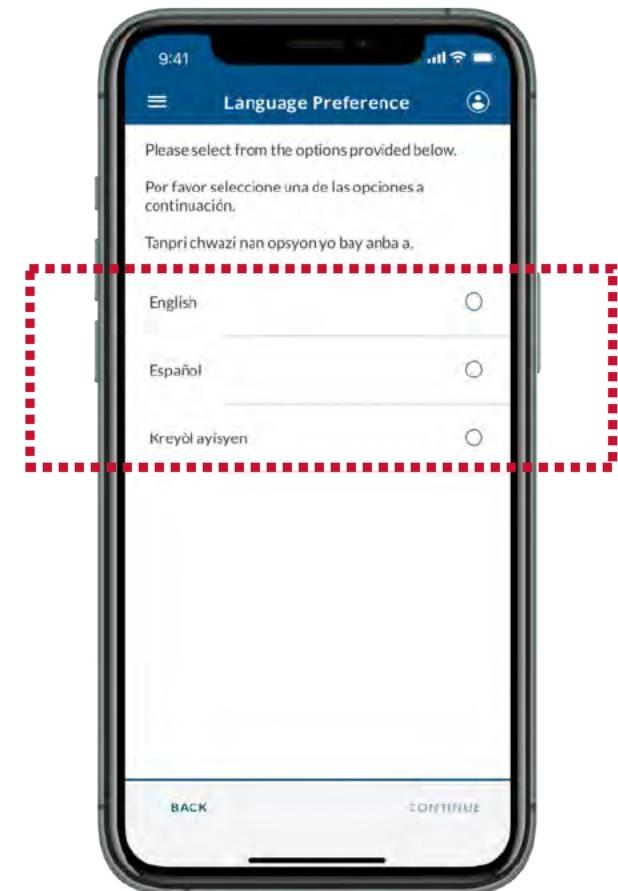
3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.



4. Select a Language

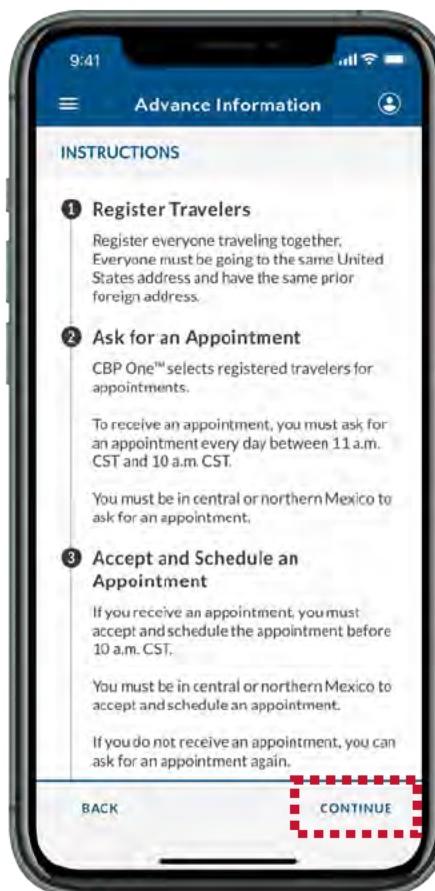
Select your preferred language, then select **CONTINUE**.





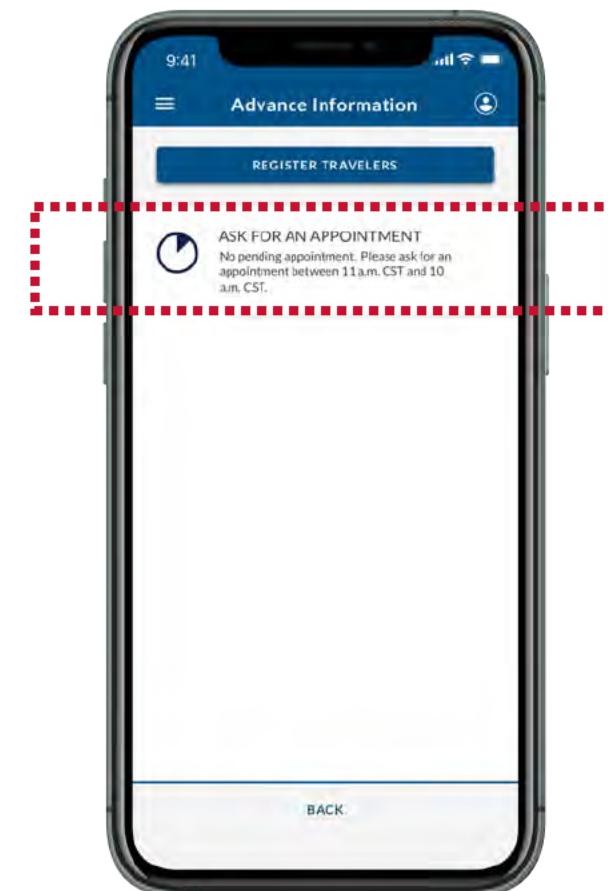
5. Read Instructions

Review the instructions on-screen, then select **CONTINUE**.



6. Select Your Registration

Select your registration. Make sure it is complete and accurate. You may only select one registration. If more than one registration with the same traveler's name is selected, you will receive an error and be prohibited from asking for an appointment using the second registration.

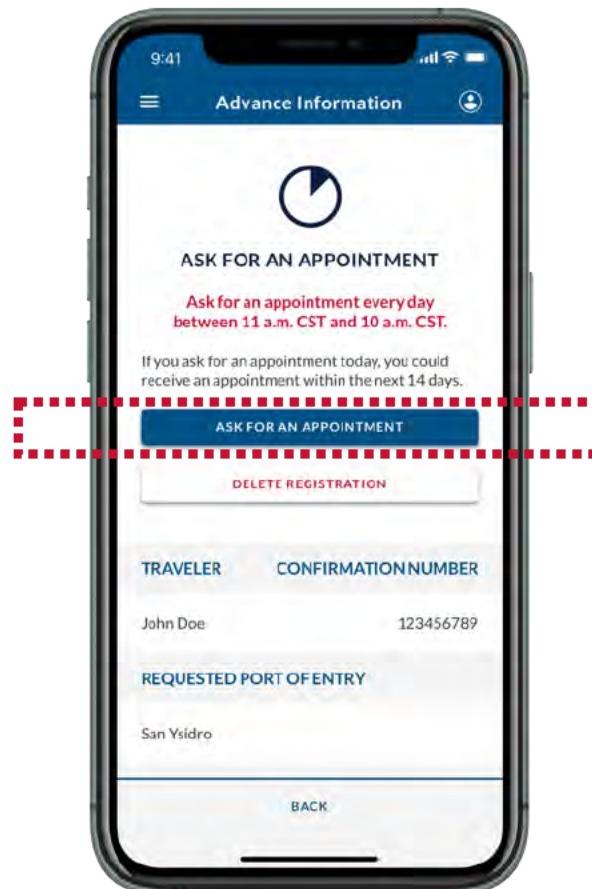


Submit Advance Information: Ask for an Appointment



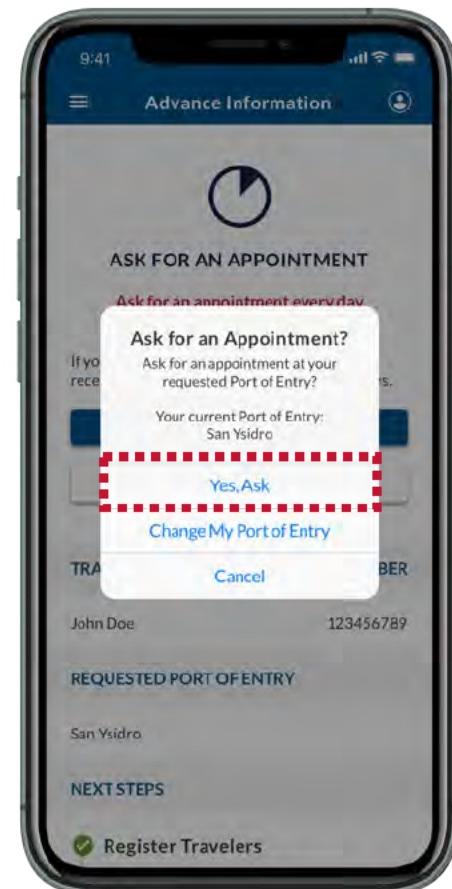
7. Ask for an Appointment

Select **ASK FOR AN APPOINTMENT**. You must ask for an appointment between 11 a.m. CST and 10 a.m. CST / 10 a.m. MST and 9 a.m. MST. You must be in central or northern Mexico to ask for an appointment.



8. Select Yes, Ask

Review the pop-up and select **Yes, Ask**.

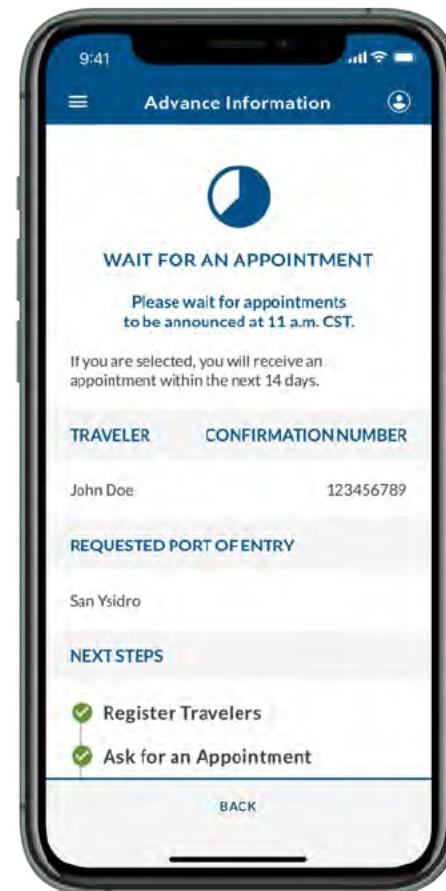
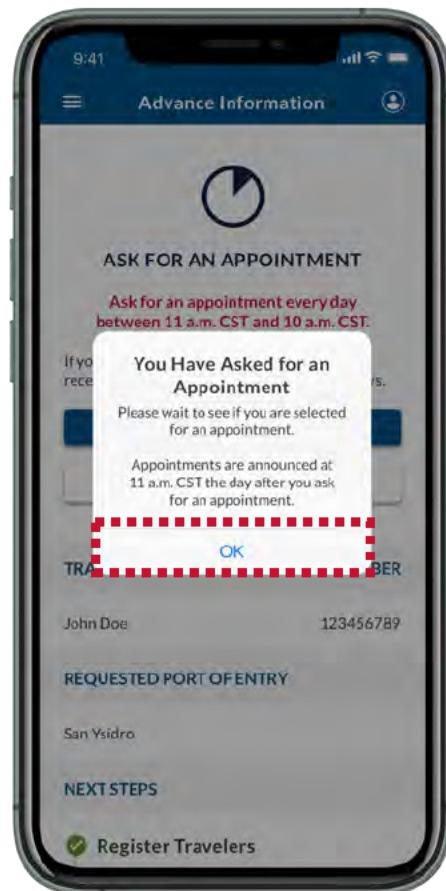


Submit Advance Information: Ask for an Appointment



9. Select OK

Review the pop-up and select **OK**. You have successfully asked for an appointment.



NEXT STEPS

Now that you have asked for an appointment, you must wait for appointments to be announced at 11 a.m. CST / 10 a.m. MST.

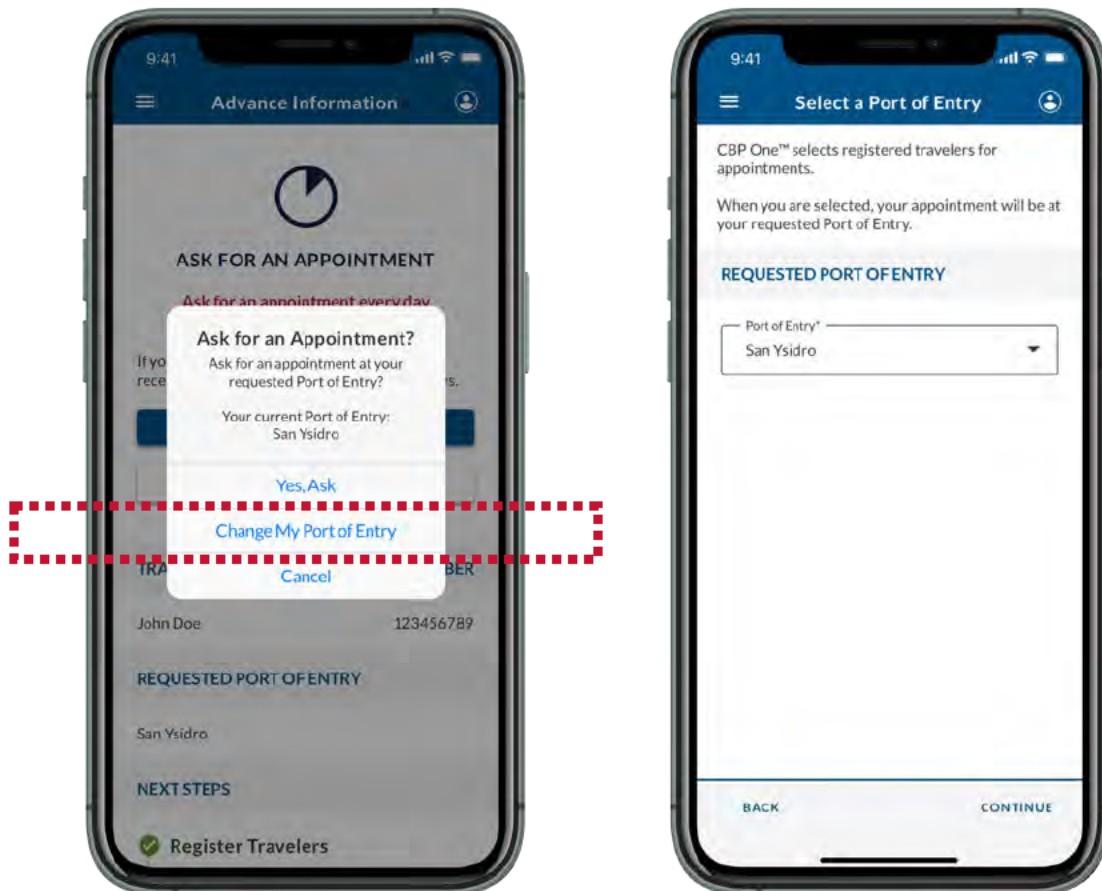
If you receive an appointment, CBP One™ will send you an email and a push notification. **You must accept and schedule the appointment before 10 a.m. CST / 9 a.m. MST (See Page 27)**. You must be in central or northern Mexico to accept and schedule an appointment.

If you do not receive an appointment, you can try again by repeating **Steps 1-9**.



What If I Need to Change My Port of Entry?

If you need to change your requested Port of Entry for any reason, follow **Steps 1-7**, then select **Change My Port Of Entry**.



What If I Need to Edit My Registration?

At the moment, CBP One™ does not allow you to edit your registration. If you need to change anything in your registration, please [delete the registration \(See Page 40\)](#).

After you have deleted your registration, you can re-register with the correct information.



Accept and Schedule an Appointment

Submit Advance Information: Accept and Schedule an Appointment

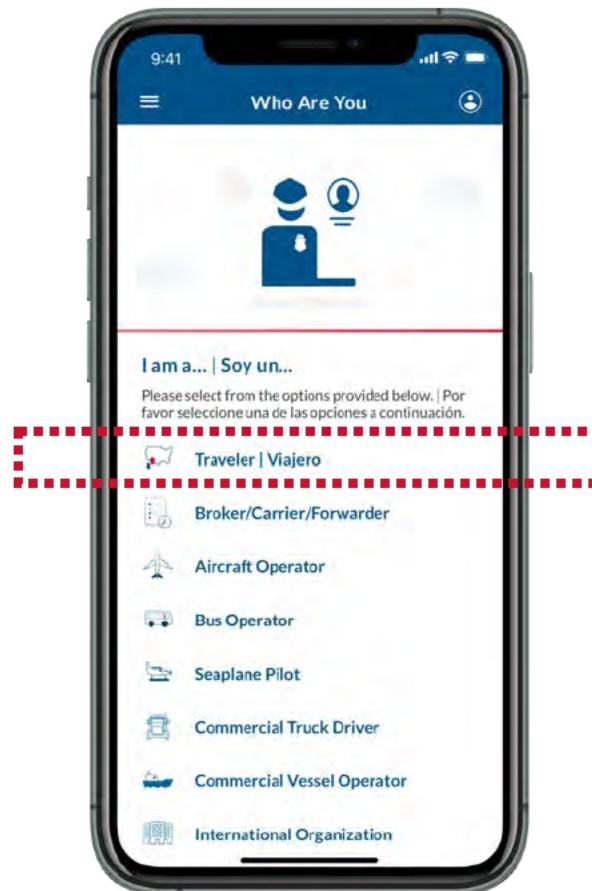
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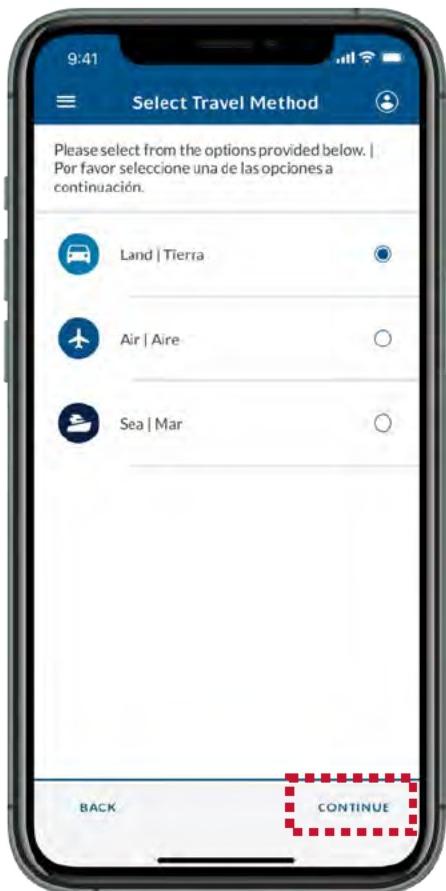
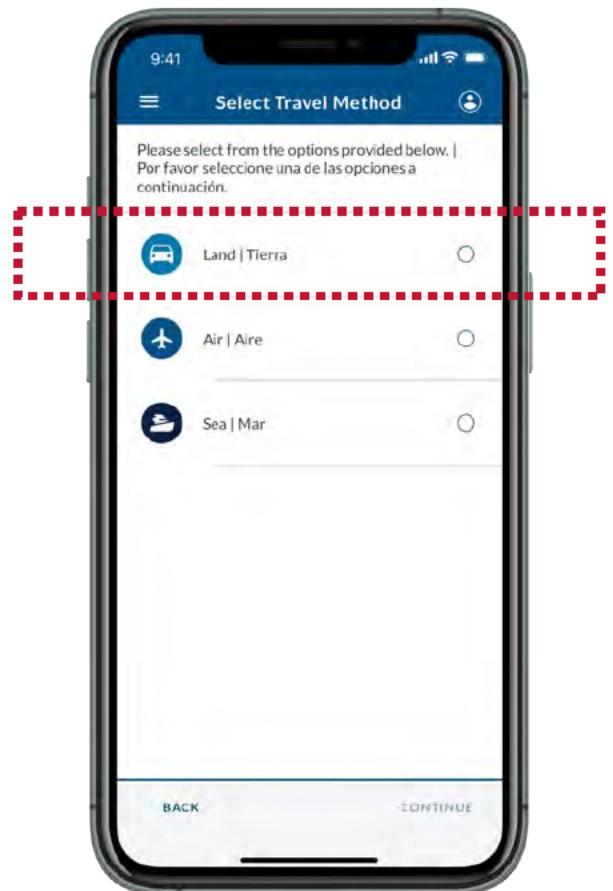
1. Select Traveler

From the home screen, select **Traveler | Viajero**.



2. Select Land

Select **Land | Tierra**, then select **CONTINUE**.



Submit Advance Information: Accept and Schedule an Appointment

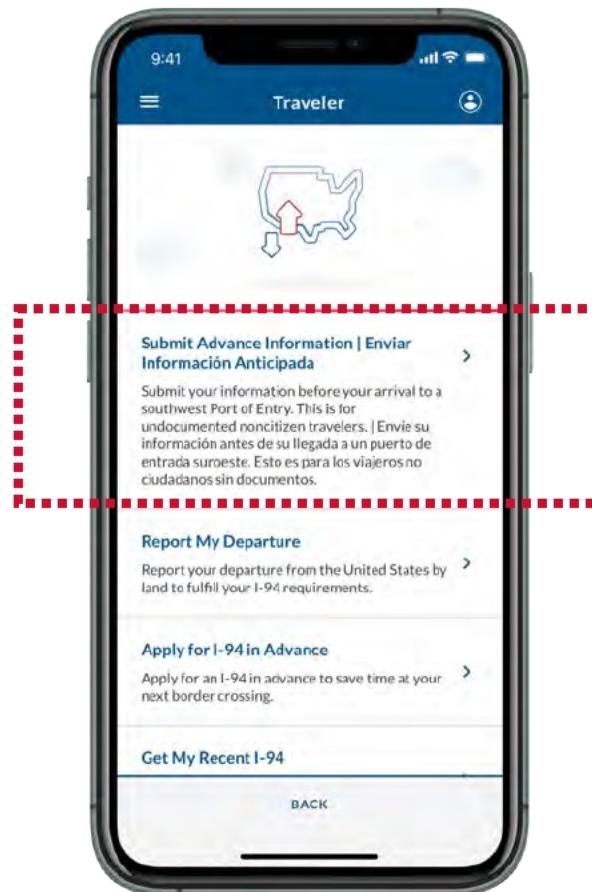
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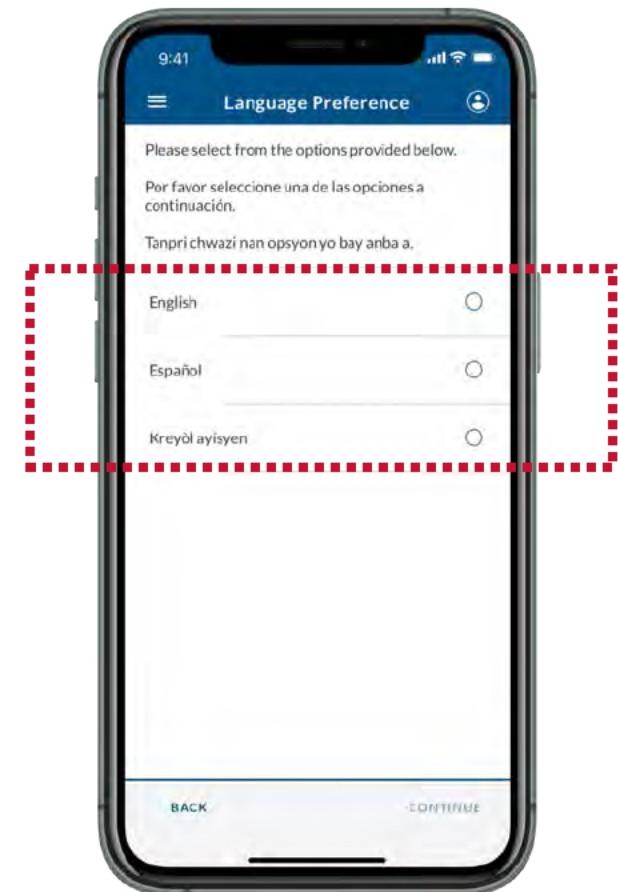
3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.



4. Select a Language

Select your preferred language, then select **CONTINUE**.



Submit Advance Information: Accept and Schedule an Appointment

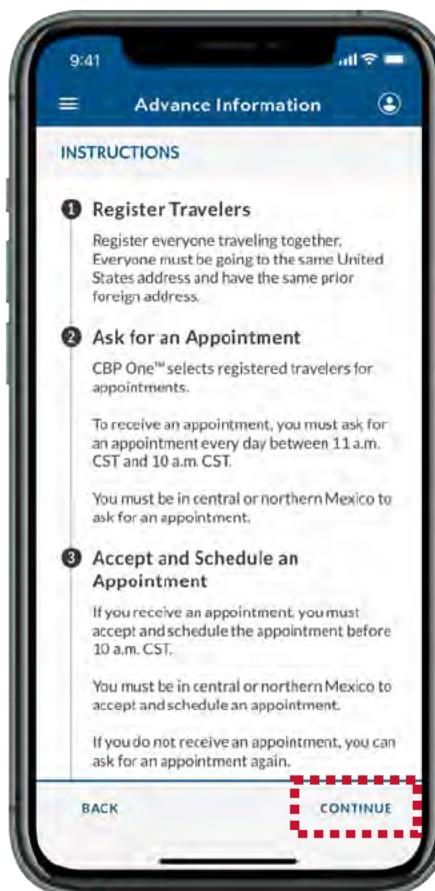
Case 2:23-cv-00024-AM Document 23-3 Filed 11/10/23 Page 32 of 49



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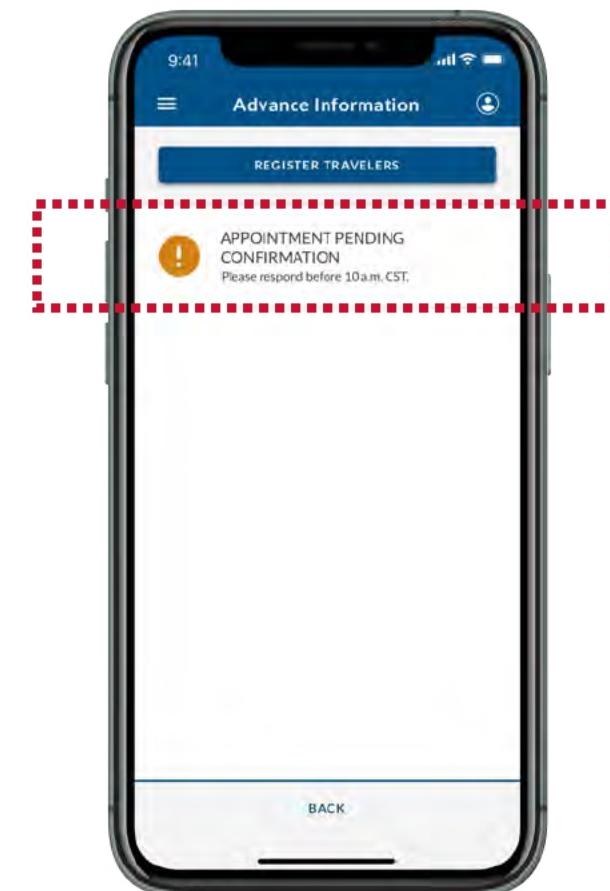
5. Read Instructions

Review the instructions on-screen, then select **CONTINUE**.



6. Select Your Registration

Select your registration.



Submit Advance Information: Accept and Schedule an Appointment

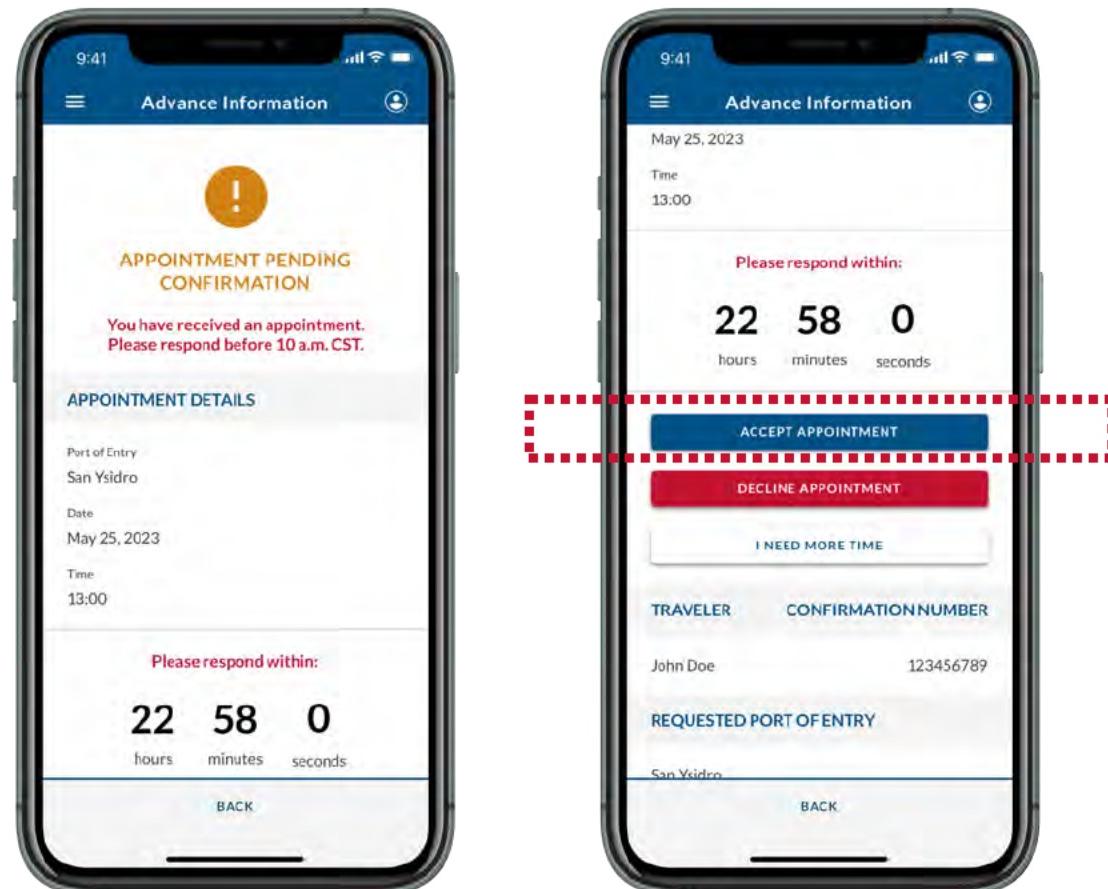
Case 2:23-cv-00024-AM Document 23-3 Filed 11/10/23 Page 33 of 49



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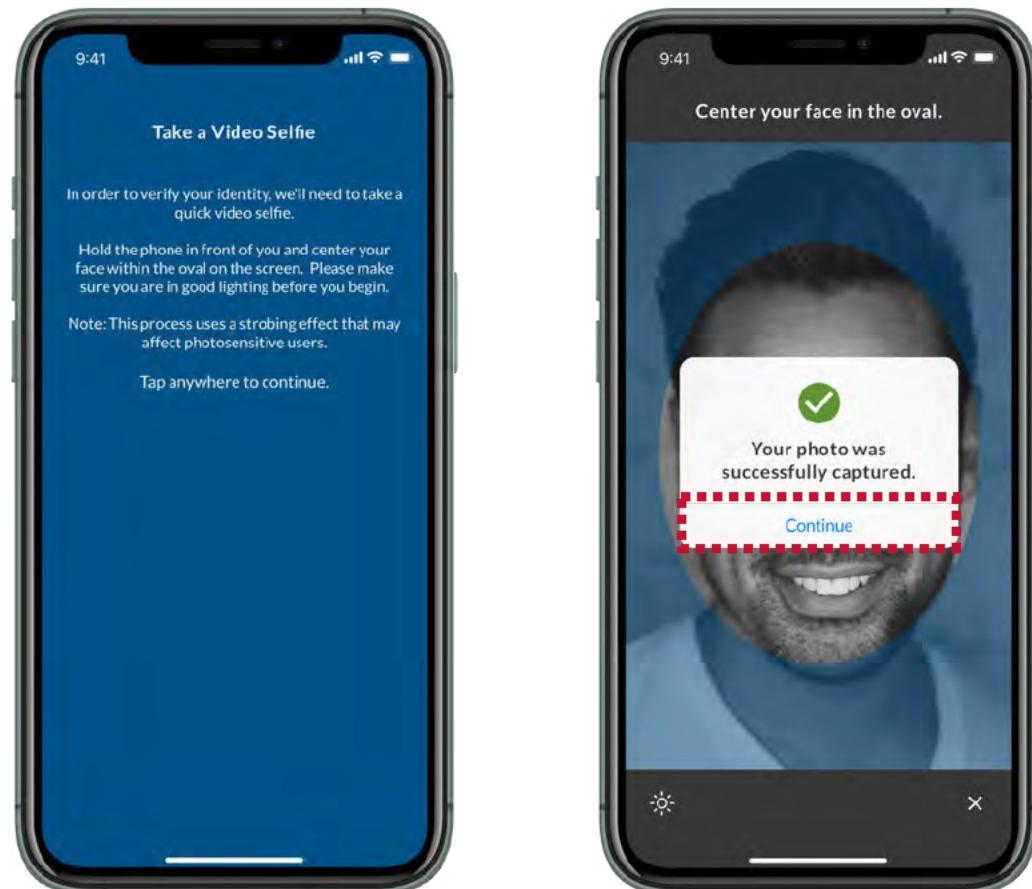
7. Select Accept Appointment

Review the screen, then select **ACCEPT APPOINTMENT**. You must be in central or northern Mexico to accept and schedule an appointment.



8. Take a Video Selfie

Follow the instructions on-screen, then select **Continue**.



Submit Advance Information: Accept and Schedule an Appointment

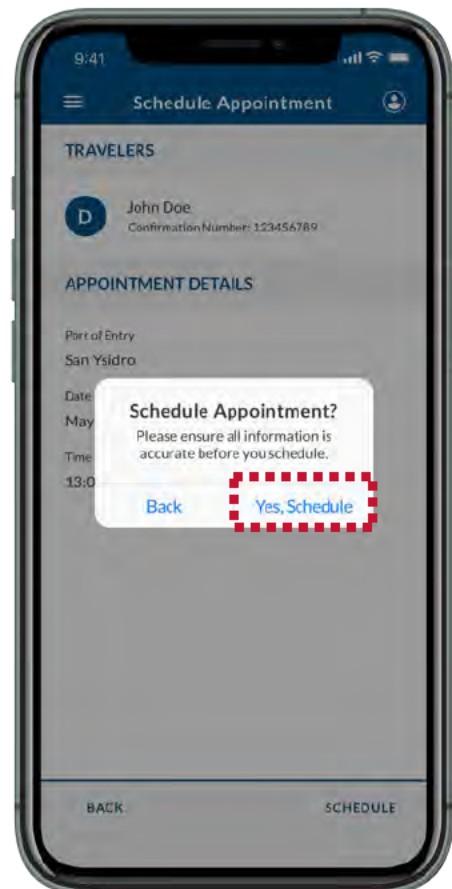
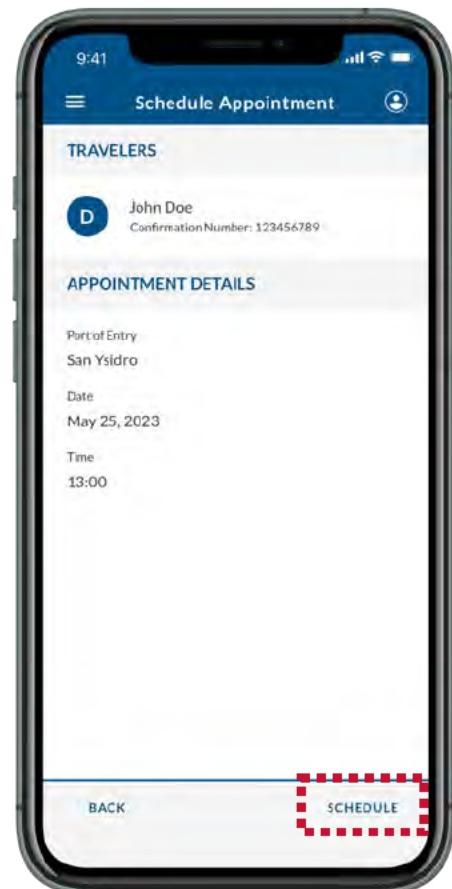
Case 2:23-cv-00024-AM Document 23-3 Filed 11/10/23 Page 34 of 49



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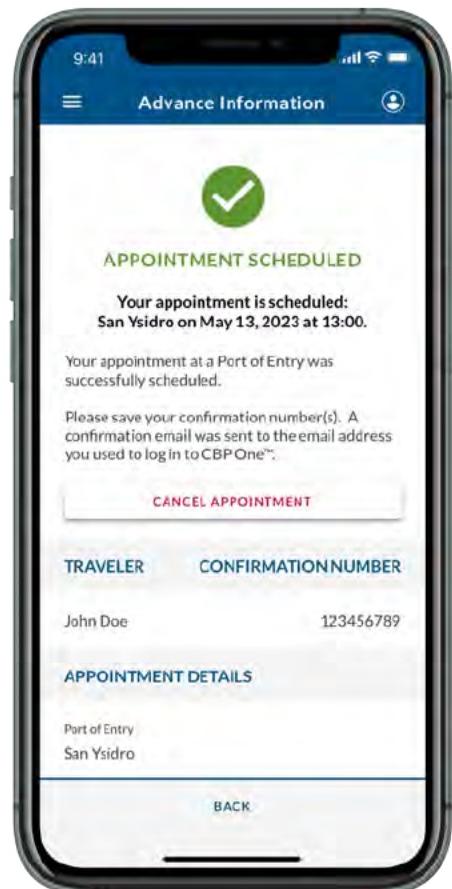
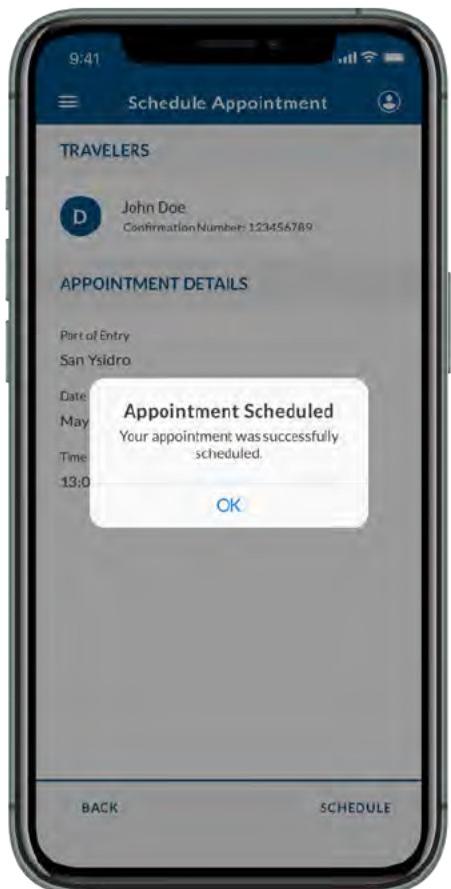
9. Schedule Your Appointment

Review the screen and ensure that all information is accurate, then select **SCHEDULE**. Review the pop-up and select **Yes, Schedule**.



9. Select OK

Review the pop-up and select **OK**. You have successfully scheduled an appointment. You will receive a confirmation email at the email address you used to log in to CBP One™. Please save your confirmation number(s).



Submit Advance Information: Accept and Schedule an Appointment

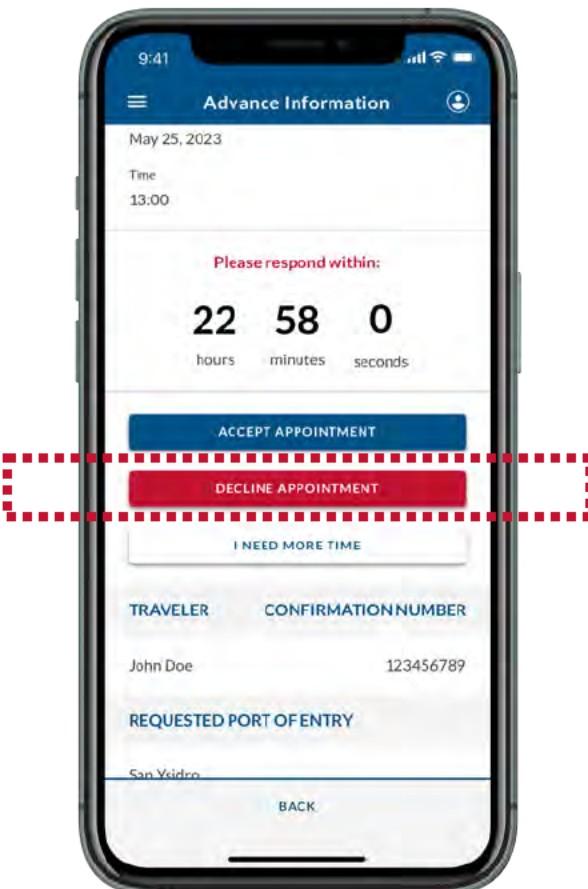
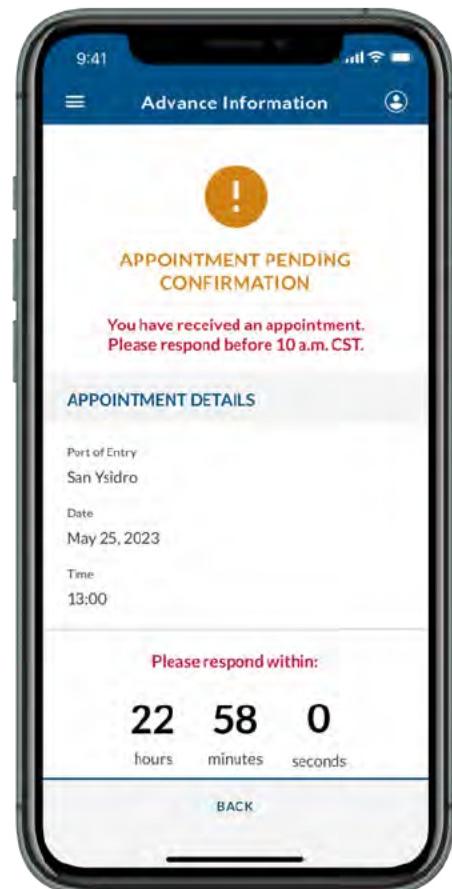
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U.S. Customs and Border Protection

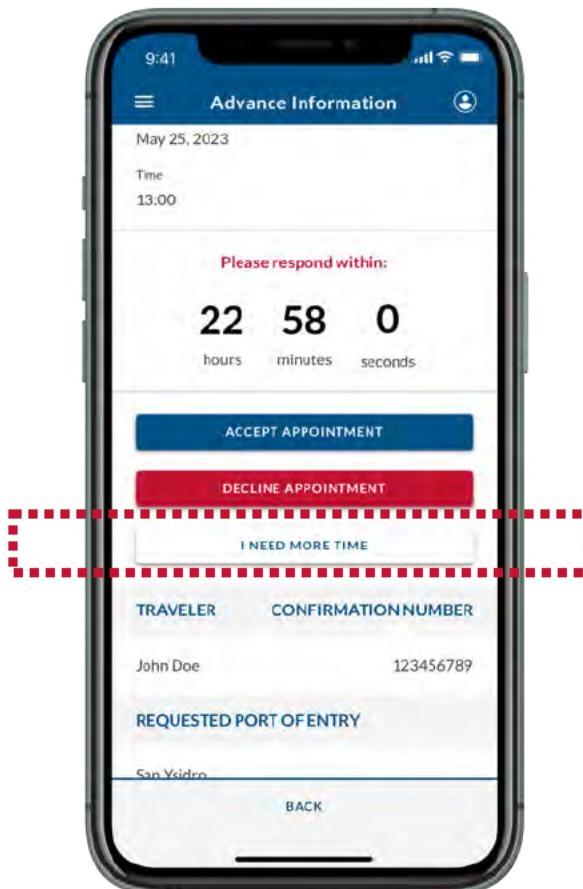
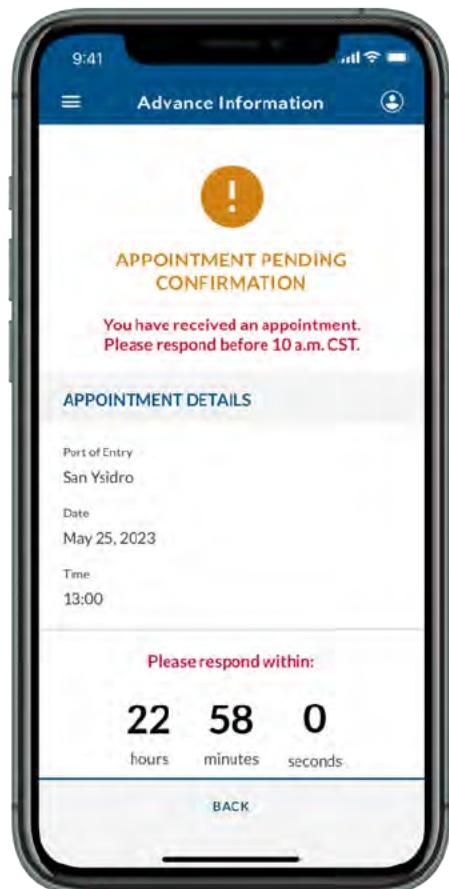
What If I Don't Want the Appointment I Received?

If you received an appointment that you don't want to accept and schedule, you can decline the appointment. Follow **Steps 1-6**, then select **DECLINE APPOINTMENT**.



What If I Need More Time to Respond?

If you need more time to respond to an appointment for any reason, you can extend your deadline to 10 a.m. CST / 9 a.m. MST the following day. Follow **Steps 1-6**, then select **I NEED MORE TIME**. You can only extend your deadline once.





Cancel an Appointment

Submit Advance Information: Cancel an Appointment

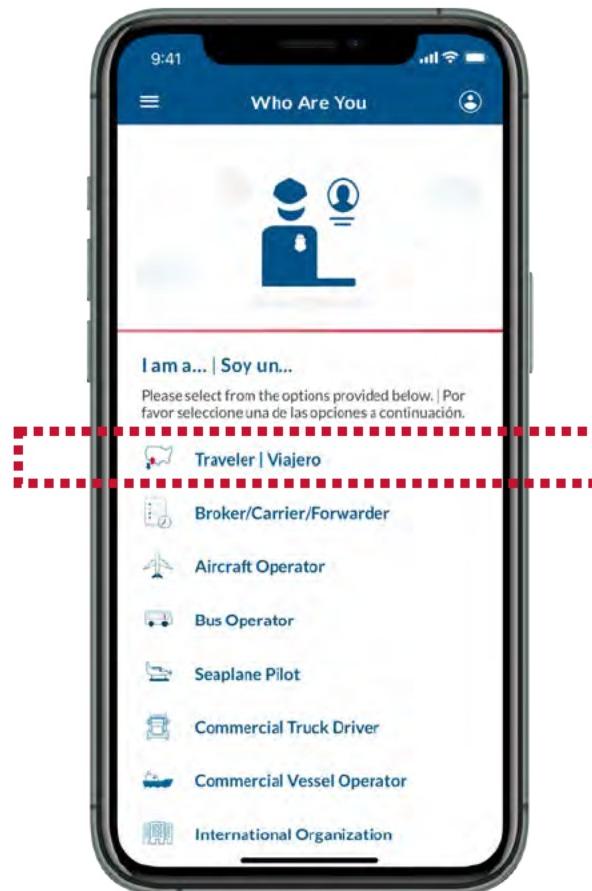
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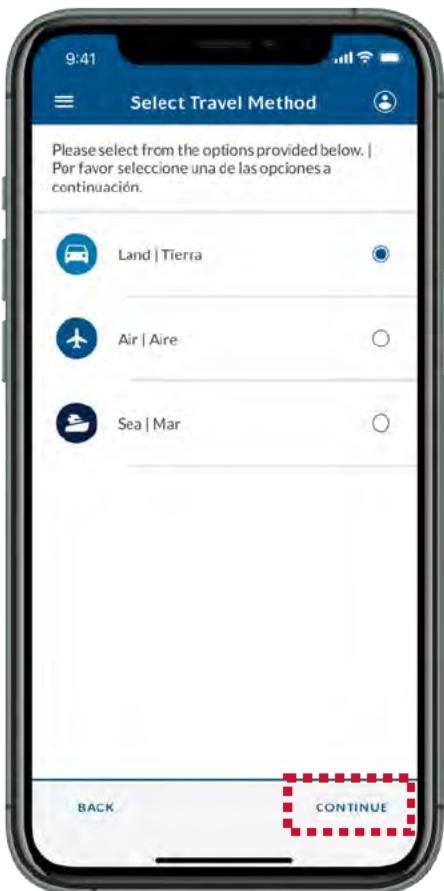
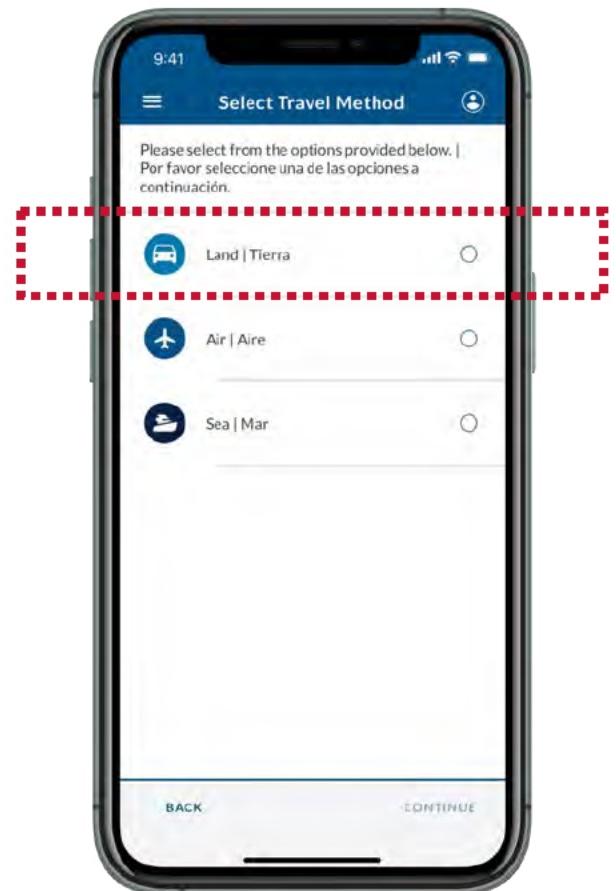
1. Select Traveler

From the home screen, select **Traveler | Viajero**.



2. Select Land

Select **Land | Tierra**, then select **CONTINUE**.



Submit Advance Information: Cancel an Appointment

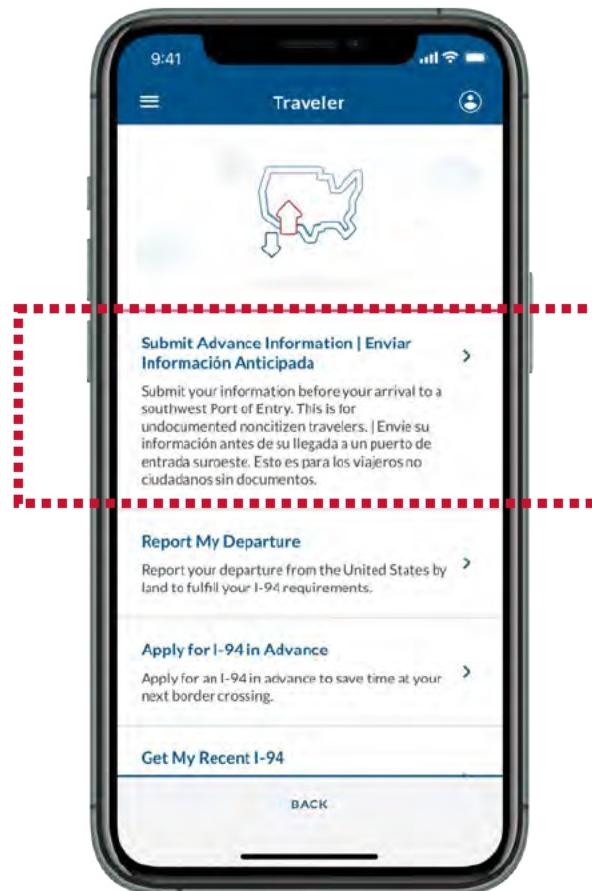
Case 2:23-cv-00024-AM Document 23-3 Filed 11/10/23 Page 38 of 49



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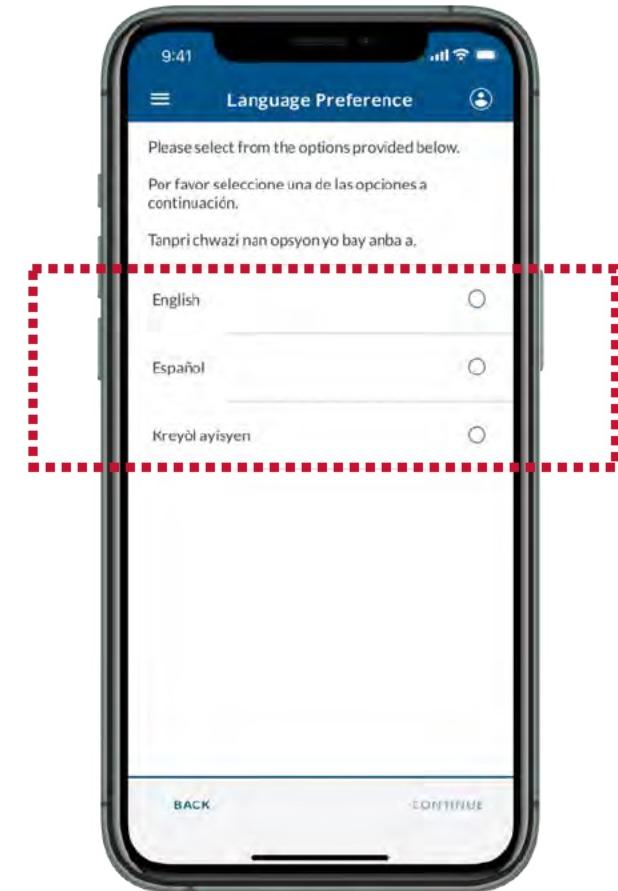
3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.



4. Select a Language

Select your preferred language, then select **CONTINUE**.

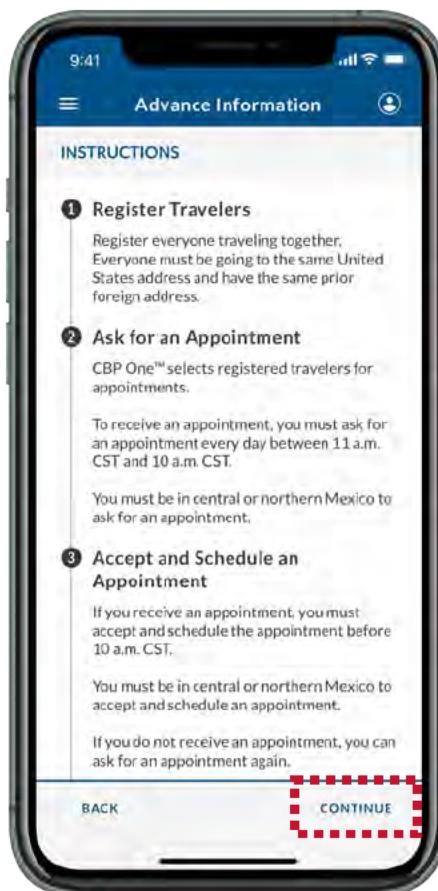


Submit Advance Information: Cancel an Appointment



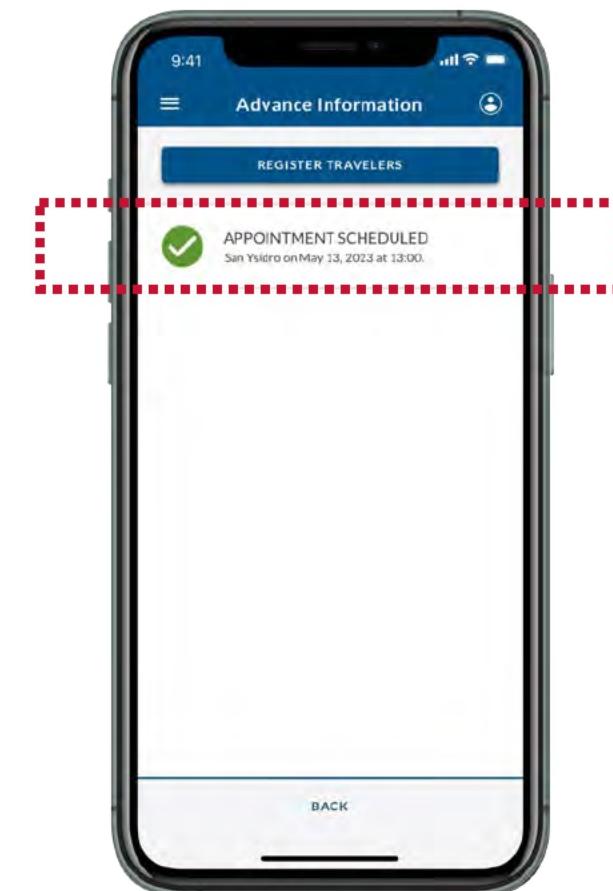
5. Read Instructions

Review the instructions on-screen, then select **CONTINUE**.



6. Select Your Registration

Select your registration.

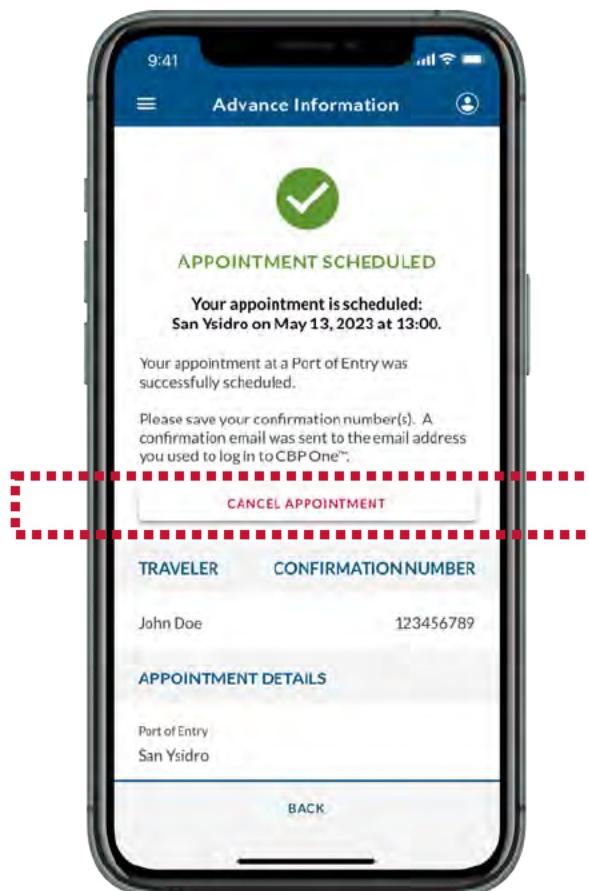


Submit Advance Information: Cancel an Appointment



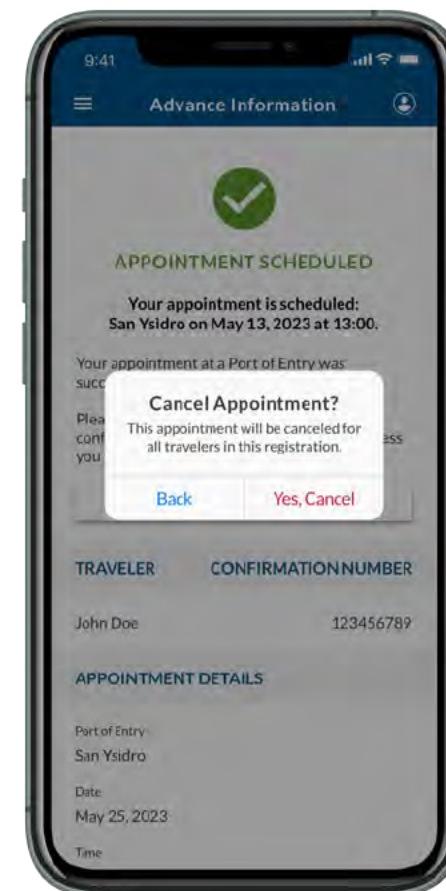
7. Select Cancel Appointment

Select **CANCEL APPOINTMENT**.



8. Select Yes, Cancel

Review the pop-up and select **Yes, Cancel**.

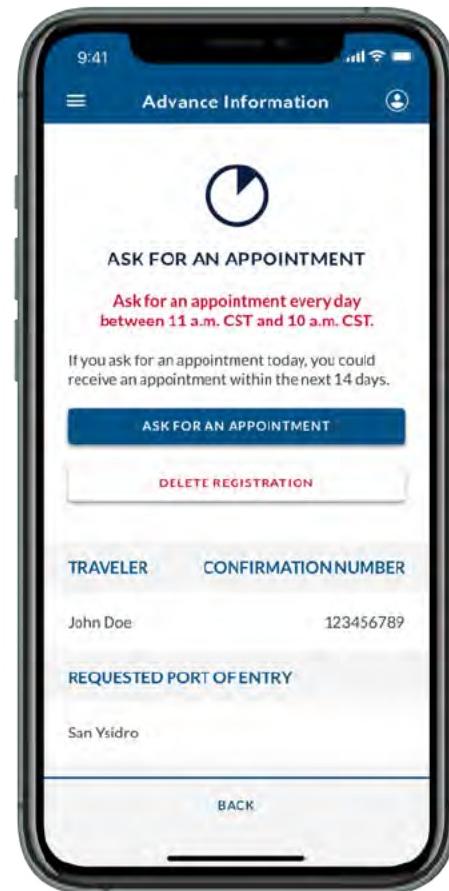
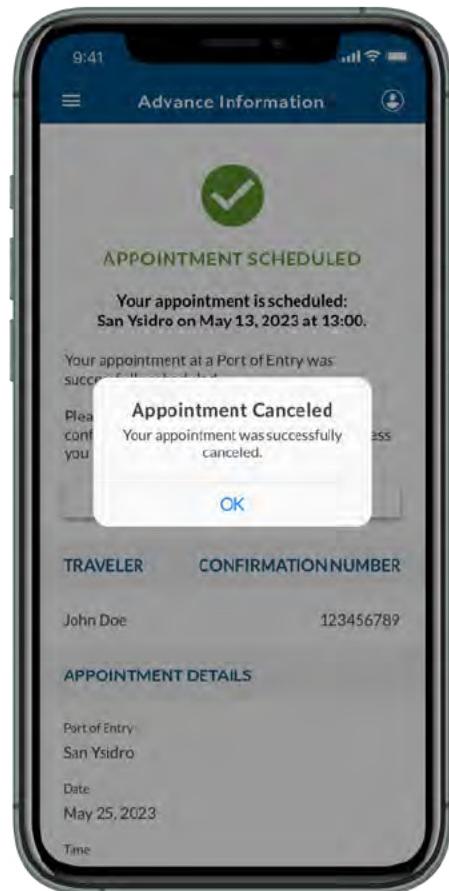


Submit Advance Information: Cancel an Appointment



9. Select OK

Review the pop-up and select **OK**. You have successfully canceled an appointment. You will receive a confirmation email at the email address you used to log in to CBP One™.



NEXT STEPS

To receive a new appointment at a Port of Entry, please [**Ask for an Appointment \(See Page 20\)**](#).



Delete My Registration

Submit Advance Information: Delete My Registration

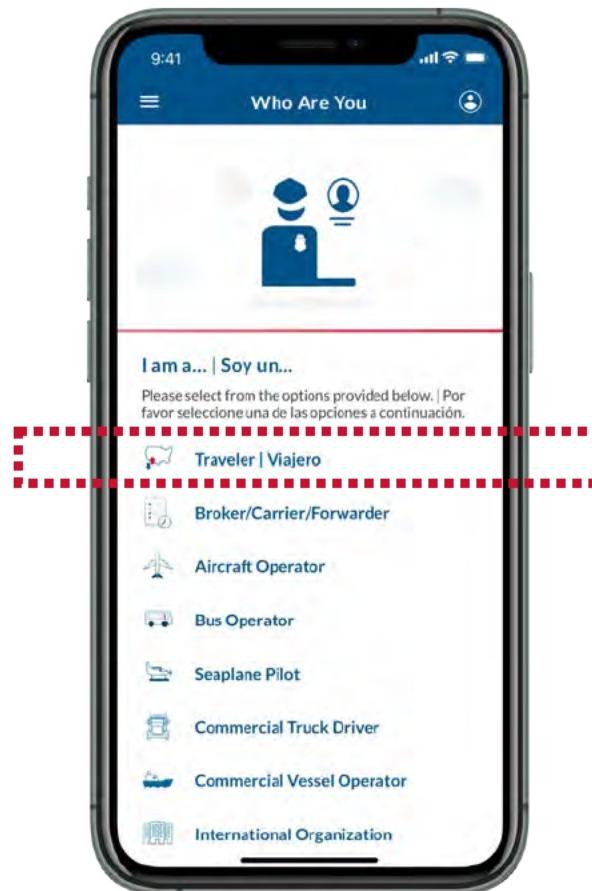
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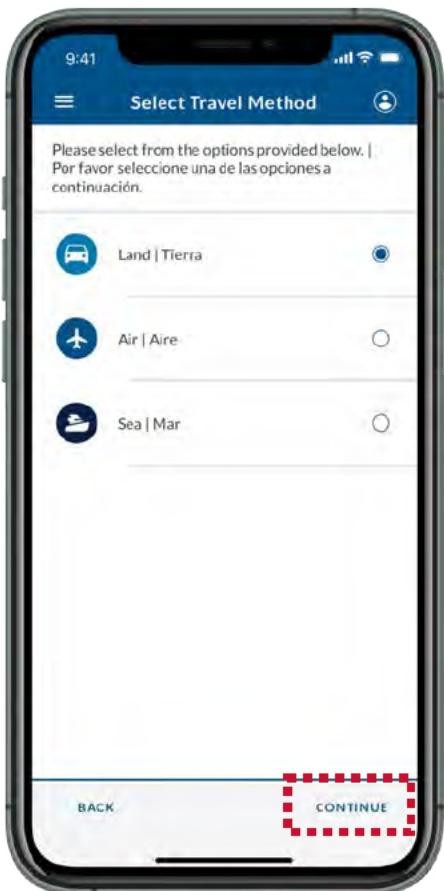
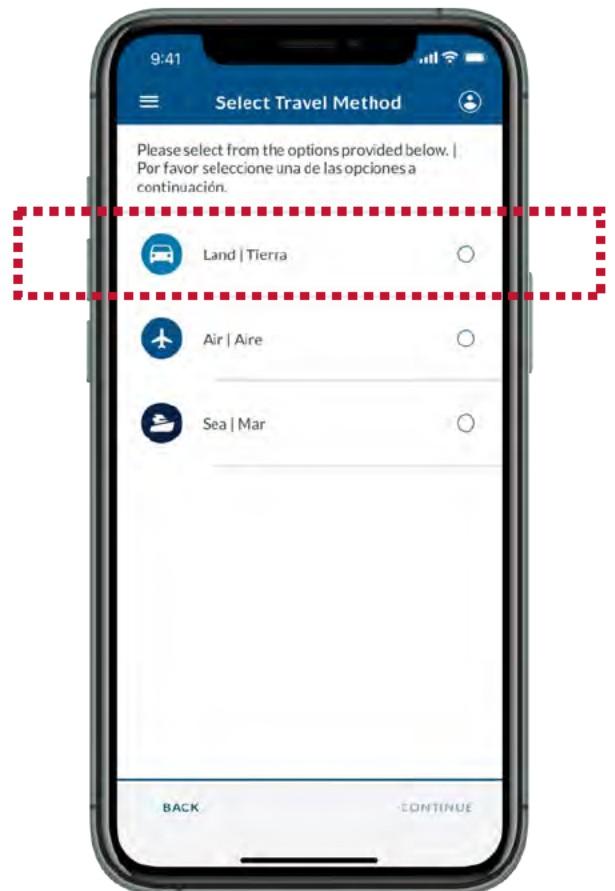
1. Select Traveler

From the home screen, select **Traveler | Viajero**.



2. Select Land

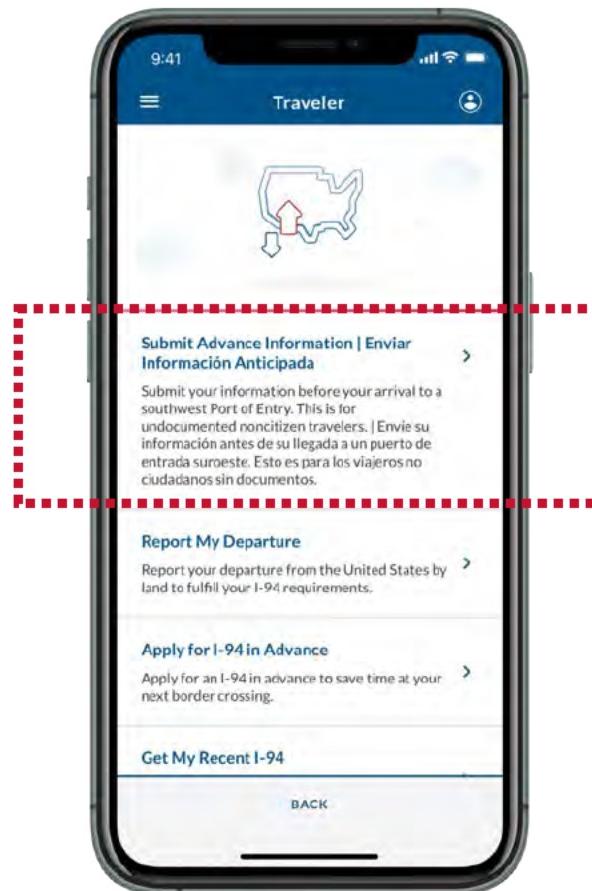
Select **Land | Tierra**, then select **CONTINUE**.





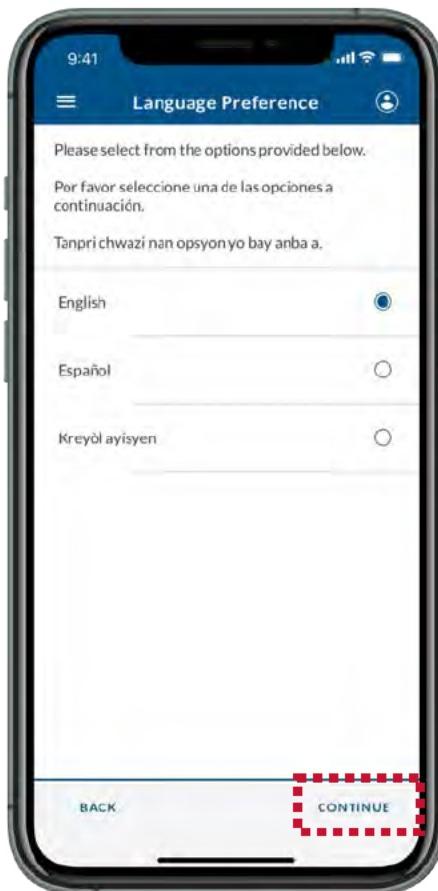
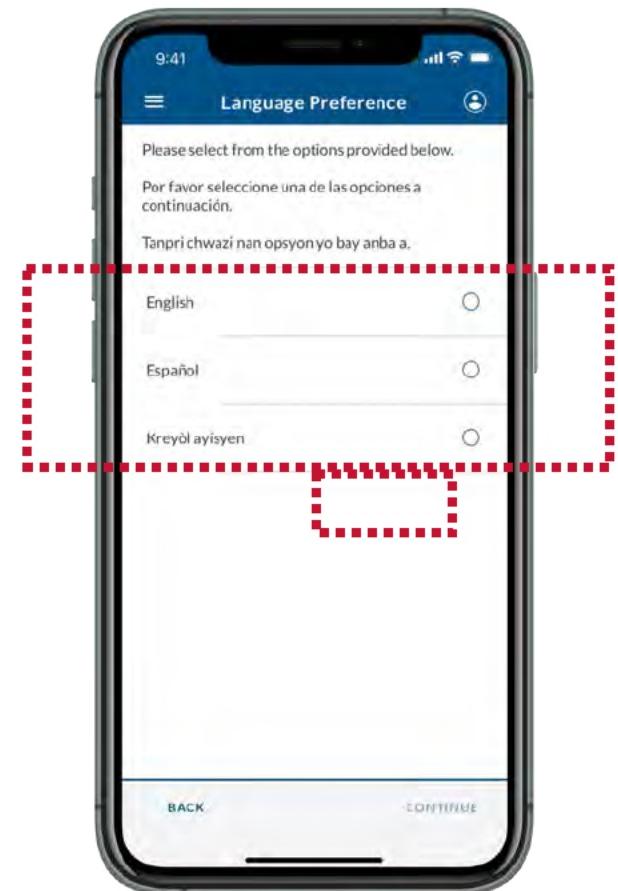
3. Select Submit Advance Information

Select **Submit Advance Information | Enviar Información Anticipada**.



4. Select a Language

Select your preferred language, then select **CONTINUE**.

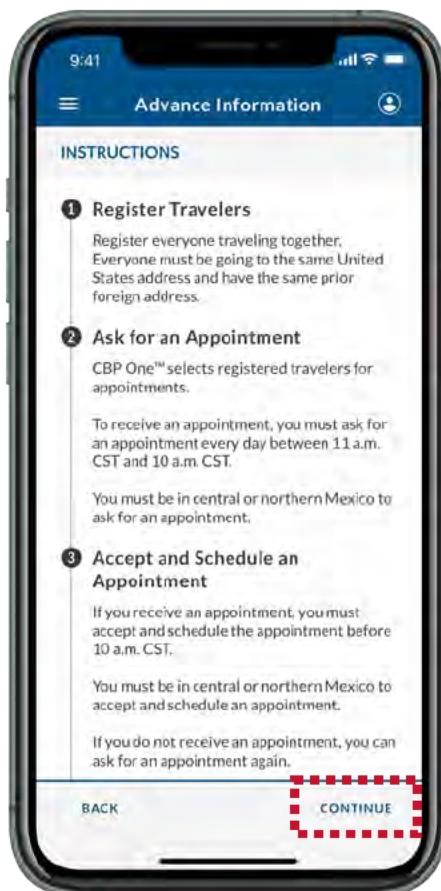


Submit Advance Information: Delete My Registration



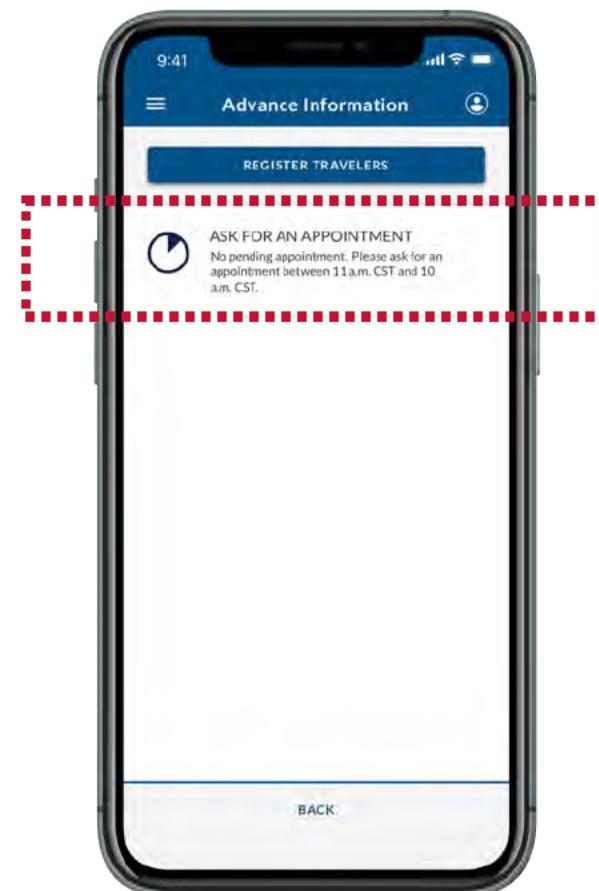
5. Read Instructions

Review the instructions on-screen, then select **CONTINUE**.



6. Select Your Registration

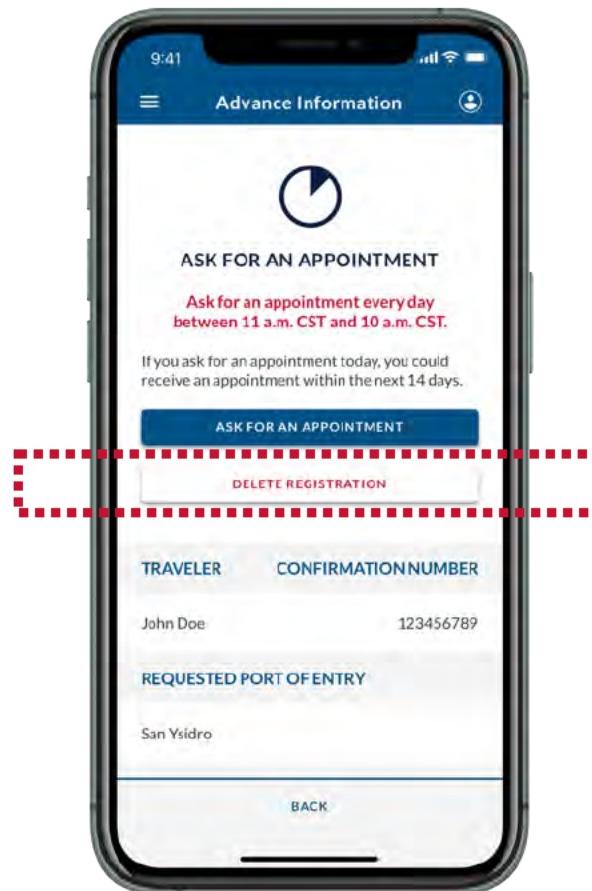
Select your registration.





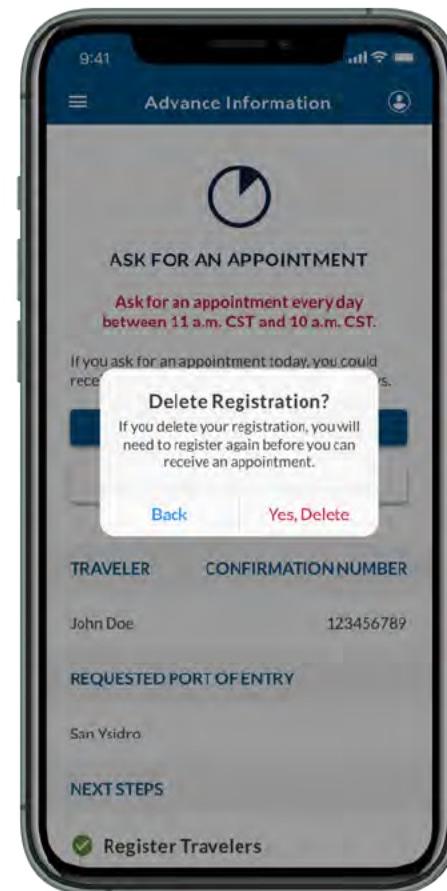
7. Select Delete Registration

Select **DELETE REGISTRATION**. You can only delete your registration if you have not asked for an appointment and do not currently have an appointment.



8. Select Yes, Delete

Review the pop-up and select **Yes, Delete**.



Submit Advance Information: Delete My Registration

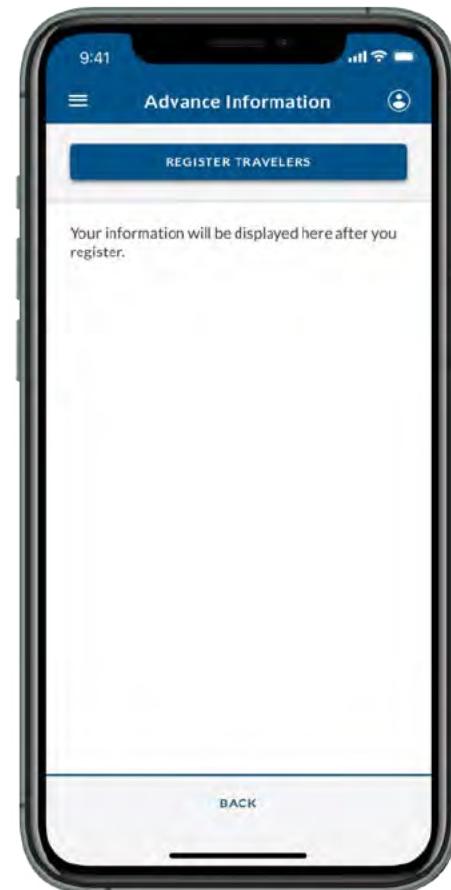
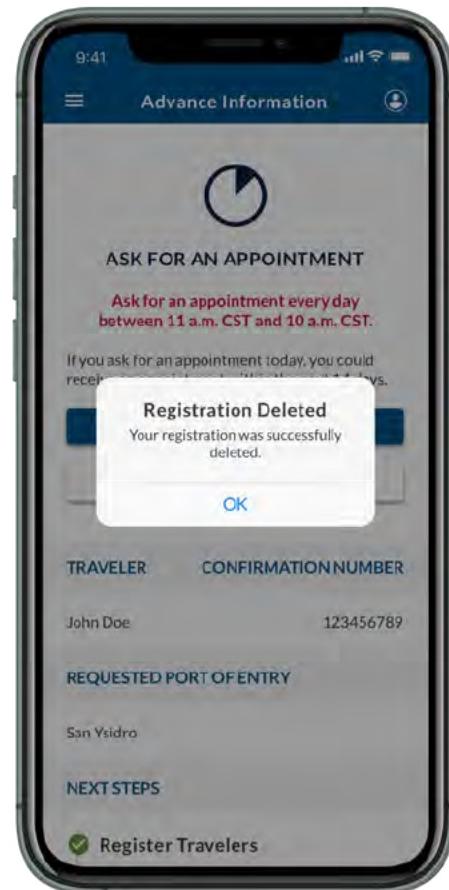
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U.S. Customs and
Border Protection

9. Select OK

Review the pop-up and select **OK**. You have successfully deleted your registration.



NEXT STEPS

To receive an appointment at a Port of Entry, please [**Register Travelers \(See Page 7\)**](#).

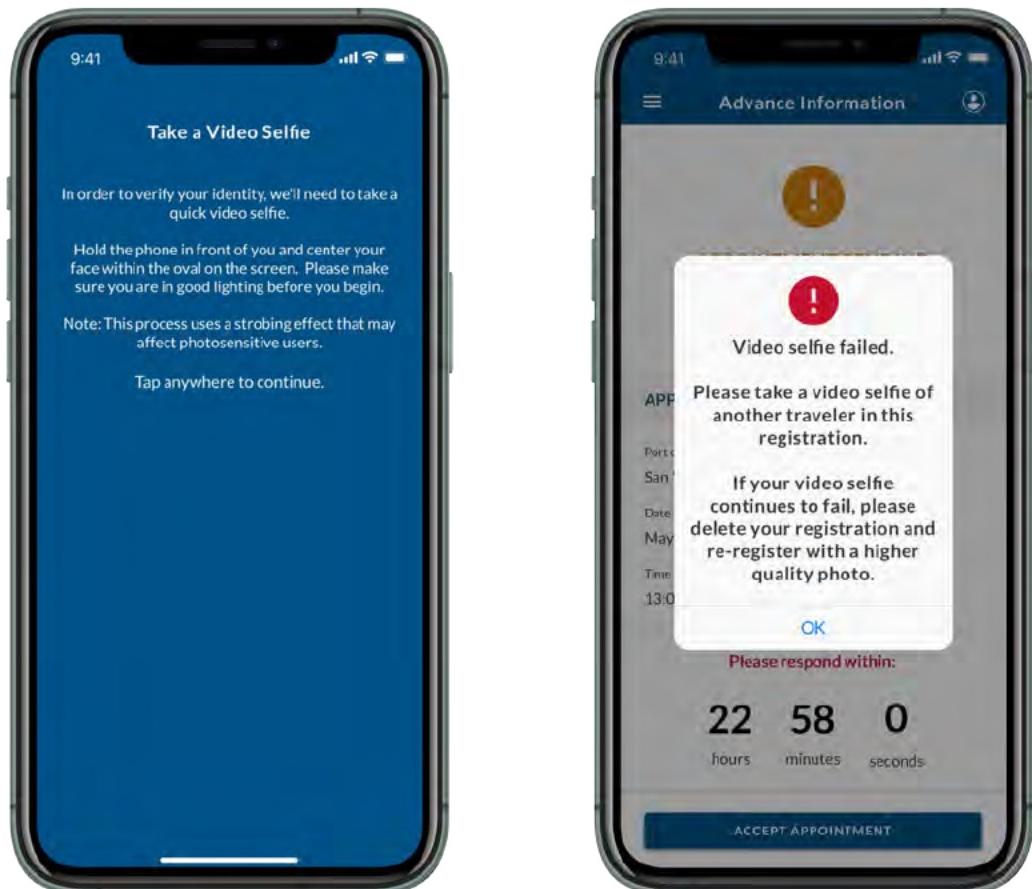


Troubleshooting



My Video Selfie Keeps Failing

If your video selfie repeatedly fails when you try to accept and schedule an appointment (**Page 31, Step 8**), you will receive the pop-up below.



1. Take a Video Selfie of Another Traveler

Try taking a video selfie of someone else in your registration. If you don't have anyone else in your registration, or if the video selfie continues to fail, continue to **Step 2**.

2. Delete Your Registration and Re-Register

Delete your registration and re-register with a higher quality photo (**Page 13, Step 11**).